

# Soft Market Test

For

Housing Related Support

Peterborough City Council

PRF 675

# Section 1: Introduction

## General Requirements

* 1. The purpose of this document is to briefly explain to market participants the anticipated business and technical requirements and scope of redesigning Housing Related Support in order that market participants may share their experience in relation to the requirements of Housing Related Support and the provision of supported accommodation
	2. **Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. Peterborough City Council is issuing this request for **information only**. Any market participant invited to present to Peterborough City Council is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. **Please note:** all information included in this Soft Market Testing is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.
	2. All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise please complete the questionnaire at the end of this document and return via the messaging facility on the E-Procurement Portal (ProContract) by 20th May 2021 at noon .
	2. Responses to the questionnaires will be used to help inform our specifications and preferred procurement approach. If we need to seek any additional clarification or detail around a response, then we will contact the responder directly.
	3. The key findings from the soft market testing will be published once all responses have been analysed.
	4. The timetable is provided below:

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Deadline for receipt of responses to Soft Market Test. | 20th May 2021  |
| Clarifications sought from responders | 27th May 2021 |
| Key finding published | 10th June 2021 |

* 1. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market test exercise.

# Section 2: Identification of Requirement

## Current Situation

The provision of support to residents in supported accommodation settings.

Support will be holistic and meet the client's individual needs. It may include but not be limited to:

* Negotiation with former landlords to address issues with Former Tenant Arrears and ASB
* Signposting to other agencies including drug/alcohol/GP support
* Setting up of benefits
* Setting up of utilities where required
* Keeping up to date records of support and actions
* Making Referrals and representations to the Supported Accommodation Panel to support move on.

The support provision will need to be reactive to their client's needs and understand the often-chaotic nature of the client. Support will need to be innovative in their solutions in encouraging engagement from the client, but also to ensure support from other services.

The current provision for the Council is detailed in the table below;

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Current Provider** | **No. Units** | **Commissioner** |
| HRS Accommodation based and Drop in | Longhurst Group  | 75 | PCC |
| HRS Young Person Accommodation based | YMCA | 104 | PCC |
| HRS Accommodation based | Futures Housing Group | 26 | PCC |
| HRS Accommodation based | Home Group  | 14 | PCC |

By way of a Large Scale Voluntary Transfer between the Council and Cross Keys Homes in 2004, it was agreed that Temporary Accommodation transferring between the Council and Cross Keys Homes shall at all times be kept available for the housing of applicants and Homeless Nominees in order to assist the Council to perform duties in accordance with various statutory duties and powers regarding homeless persons. Therefore, service elements associated with the Temporary Accommodation that transferred between the Council and Cross Keys Homes is not included within this requirement.

As a result of the Covid 19 pandemic and the government’s requirement for everyone to be temporarily housed under 2everyone in”, Peterborough have accommodated a large number of known and new rough sleepers within emergency accommodation.

Moving these people on to more settled accommodation is now a priority for the Council and this includes the need for both short and long term accommodation and support solutions.

Funding challenges:

To provide the Services within the existing budget restraints, obtain Best Value and stand challenge. Invest in and develop the services for over the 5 to 7 year proposed term of the contract

## Our Requirements

To provide targeted support to residents of supported accommodation to maintain their accommodation; to overcome issues from previous accommodation, which may hamper move on efforts and support move on to permanent settled accommodation when ready.

The Council is considering the scope of the future requirement and whether the specification shall incorporate targeted support and supported accommodation provision together.

To ensure that those who have experienced rough sleeping have access to support services to provide them with the support and resources to manage their tenancy.

Support planning

* To provide ongoing support to supported accommodation residents
* To work with individuals to agree a support plan identifying actions and targets, Support individuals to complete actions identified through the support plan.
* Regularly monitor and review the support plan and implement changes as appropriate.
* Signpost and provide information on wider community activities and groups to support integration into wider community and reduce dependency on services to rough sleepers and marginalised groups.

Setting Up Home

* Assist with setting up utility accounts, council tax, television licencing
* Assist with setting up rent payment agreements and Alternative payment
* Arrangements of Housing Element of Universal Credit and or Housing Benefit being paid to landlords directly.
* Provide referrals to organisations offering low cost or free access to furniture e.g. care zone.
* Signpost and support individuals to access any relevant grant / low-cost loan funding to meet household cost expenditure e.g., furniture, flooring etc
* Support individuals to access personal budgets
* Support individuals to devise household budgets

Income maximisation

* Welfare Benefits Advice – to support individual's by giving relevant welfare benefits advice and supporting them to make claims for their welfare benefit entitlement such as Universal Credit, Personal Independence Payment etc,
* support applicants with accessing IT to claim these benefits and make
* referrals to specialist welfare rights agencies where appropriate for complex cases.
* Rent Payment - Ensure that individuals have an understanding that rent payments are their responsibility and are supported to make rent in advance arrangements and where rent accounts are in arrears to support individuals to contact landlords to make arrears payment plans, to advocate and negotiate for tenants with landlords regarding rent arrears costs, help devise realistic budgets for rent arrears payments.
* To support the individual to contact debt advice agencies and support to access more specialised services in complex cases.
* support with Household Budgeting – To complete income and expenditure sheets and use budgeting tools to help individuals calculate and develop household budgets.

Financial Inclusion

* Support individuals to access bank accounts, including basic bank accounts offered by Credit unions and mainstream banks, to support individuals to use personal budgets to overcome barriers to financial inclusion such as lack of Identification to access mainstream financial services. Offer information regarding how to access bank accounts and the services they offer such as direct debits.
* Offer advice signpost to access to affordable credit services such as credit unions, and other affordable credit, grant loans and insurances.

Digital Inclusion

* Assist and support individuals to access online services, and online training opportunities including functional skills (Numeracy, Literacy, IT) money management and life skills.

Training and Employment

* Assist individuals to access support for help with CV writing, Job applications and interview skills
* Build links with local training and work providers such as REED in partnership and Peterborough jobcentre plus to maximise the opportunities for successful training and employment opportunities.

Health and Wellbeing

* To support, provide information and signpost individuals to drug and alcohol services
* To support in making referrals to specialist drug and alcohol services such as CGL Aspire
* To support individuals to register with a GP and access GP and Nurse services
* To support individuals to attend appointments with specialist services
* To support individuals to identify mental health/ emotional wellbeing needs and support to access relevant services such as IAPT, CPFT, counselling services
* Support individuals to increase their capacity for self-care, working from a strength-based approach to maximise harm reduction
* To provide information on wider community resources both locally and nationally to support mental and physical health and well-being, such as MIND, CALM, Samaritans, Andys Man club, Outside Links etc to reduce dependency on services for rough sleepers and other marginalised groups.
* To advocate for individuals to ensure access to services, and negotiate with landlords and other partners where poor mental health/ emotional wellbeing is resulting in negative action being taken/ tenancy failure

**Other requirements**

A commitment to supporting the wider work of the supported accommodation pathway and panel.

A commitment to providing regular feedback regarding client's progress and attending relevant partner agency meetings, such as counting every adult, Task and Targeting, supported accommodation panel meetings as required.

# Section 3: Supporting information

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| What if any local connections do you have with the authority? |  |
| Name of person whom an queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

|  |  |
| --- | --- |
| **Question** | **Response** |
| Please give a brief summary of the type(s) of support services you currently provide for rough sleepers and / or single homeless people with support needs? |  |
| Please give us your thoughts on adopting a supported accommodation pathway approach and how you feel this could provide better outcomes for the client cohort. |  |
| Do you see any challenges in adopting, which may mean that your organisation could not sign up to this approach?  |  |
| For clients accommodated in supported accommodation we are considering the benefits of the allocated support worker being the lead professional in supporting the individual and making representations on their behalf to the supported accommodation pathway panel and through the stages of their journey out of homelessness and help them to navigate services. What do you think are the key things we should consider if we want this to work successfully alongside the other elements of the service? |  |
| What provision would need to be within the contract and / or service specification to enable the service to be able to deliver support that is flexible and adaptable to client needs? |  |
| We are considering adopting a standardised referral form and assessment process for all supported accommodation. What do you think are the benefits to this and do you think would be the main challenges?  |  |
| We aspire to evictions from supported accommodation being the last resort. We propose that decisions on evictions should be after a multi-agency panel has considered all alternative support/accommodation options. Please provide your thoughts on this approach and any barriers you envisage in adopting this?  |  |
|  If you are a supported accommodation provider, how would the supported accommodation provision be impacted if you were not successful in being awarded the contract to provide targeted housing related support in your accommodation setting?   |  |
| What do you envisage being the main challenges of providing targeted housing related support in accommodation where your organisation may not be the accommodation provider? |  |
| Please indicate what you see as the opportunities for working in partnership with others to deliver our required outcomes? |  |
| Are there any particular examples of innovation or best practice that you think we should consider when developing the service specification and procurement approach for this service? |  |
| What length of contract (including any extensions) would you like to see for this service? Please briefly outline your reasons for this. |  |
| The new service needs to be implemented by 1st April 2022. How much time do you think should be allocated for this implementation phase? |  |