# Pre-Tender Market Engagement Questionnaire for the Commissioning of Short Breaks Provision for Adults in Lincolnshire

**What are we planning to do?**

Lincolnshire County Council would like to develop new contractual agreements for short breaks provision which would include all user groups, including older people, adults with a learning disability and adults with a physical disability. This will be for people with eligible social care needs and living in Lincolnshire. It may also give people who use direct payments the ability to access short breaks services from a list of quality assured providers, if that is what they want.

The Council is in the process of assessing the best way in which to structure and procure contracts to deliver it's externally commissioned short breaks provision and anticipates a procurement exercise later in 2019. To inform this work, we are undertaking a pre-tender market engagement exercise. This will help the Council to understand the views of provider on issues surrounding the delivery of services, and to inform decision around the procurement process, and the structure and specification of contracts.

**What's our vision for the Short Breaks service?**

* Lincolnshire County Council would like short breaks provision (planned and emergency) to offer flexible and responsive services. This service is likely to cover a minimum period of 24 hours support in a home/residential setting and would include services that may be referred to as respite.
* This includes services at Swallow Lodge and Cedar House which are respite units for adults with learning disabilities, operating from LCC leased properties.
* It is anticipated that the new contracts will be in place by 1 December 2019
* We want to be able to offer good quality support that helps people to stay active, make friends, keep learning, make a contribution to their communities, and enjoy life. The services should help people build the skills, confidence, support networks and community links that help them to stay independent, safe and well
* We would like to support adults of working age to maintain their chosen lifestyle. We would like short breaks services to be flexible in line with personalisation.
* We need organisations to work in co-production with the people who use them so they easily change as their needs and preferences change and enable people to make the most of their personal strengths and relationships.

**The pre-tender market engagement process**

This pre-tender market engagement questionnaire does not constitute a formal tender or other competitive bidding process and will not result in the letting of a Contract. The Council is using this process solely to gather relevant information to inform project development and decision making, and to ascertain the level of interest in this particular service.

We are keen to understand a true reflection of the market views; your answer will have no influence on your future participation in this process. Any information you provide will be treated in confidence and will not be shared with any third party.

Interested parties are asked to provide responses to the following questions-

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| 1. Would your organisation be interested in delivering planned and/or emergency short breaks services on behalf of the Council?
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| 1. Planned respite – Yes/No
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| 1. Emergency Short breaks – Yes/No
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| 1. What contract duration do you think would offer best value for the Council and Providers?
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| 1. Please summarise the range of short breaks services (including respite) your organisation delivers and the specific client groups that the service caters for, for example supporting people with complex needs, sensory impairments.
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| 1. In which areas do you currently deliver services? How many users do you currently support and how many could you support (i.e. what is your available capacity if you already have in County services?)
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| 1. Contract performance monitoring is important in ensuring high quality services are delivered. KPIs may be used to assess contractor progression and performance, which could ultimately lead to remedial actions such as withheld payments in the event of non-performance, and/or incentives for exceeding performance targets.
2. Do you agree that this a good way to manage contractor performance?
3. Are there any alterative that you believe would offer best value and why?
 |
| a) |
| b) |
| 1. How do you ensure that people who use your services are involved in how their short breaks are provided and how can they be part of their own journey towards meeting their goals?
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| 1. Have you any examples of innovation or good practice in short breaks provision? If so please provide details.
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| 1. A) What 'units of pricing' do you currently use (e.g. price per 24 hour period, 1:1 rates etc)
2. Do you have any ideas how to best structure pricing of the short breaks service?
3. What issues would you face in costing up the elements of these services (bed and board, social care and optional charges for additional services)

Please provide details below.  |
| a) |
| b) |
| c) |
| 1. Please can you outline any additional services you offer as part of your respite service?
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| 1. What form of booking system would you find most manageable and how would you meet the needs of families for flexible booking arrangements?
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| 1. Does your organisation have the capacity and systems in place to be able to provide an emergency short breaks service, for example being able to offer a service with less than 24 hours' notice?
* How do you do this?
* What are the issues involved in balancing the needs to maximise occupancy rates with keeping some capacity for emergency admissions.
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| 1. Are there any barriers to providing good quality short breaks services that you have experienced?
2. Planned short breaks
3. Emergency short breaks
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| a) |
| b) |
| 1. Would you be interested in leasing cedar and swallow lodge to provide short breaks for people with LD/challenging behaviour? Please outline your interest in
2. Leasing LCC existing short breaks properties to operate
3. Using your own. If yes, are these existing properties
 |
| a) |
| b) |
| 1. Do you have your own properties that you would propose using and if so what is their present use? How would the services fit well together?
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| 1. Please summarise any other comments you may have, or details of any other issues the Council should take into account when developing the contract model in order to achieve the best quality and value from its delivery?
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We would like to re-iterate that at this stage the Council is merely wishing to test the current market. Any information you provide will be treated in confidence and will not be shared with any third party.

Please return this questionnaire no later than 13 March 2019, 5pm to Linda Turnbull, linda.turnbull@lincolnshire.gov.uk

We may have some follow up questions; it would be appreciated it you provide contact details below:

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| --- | --- |
| Contact Name |  |
| Company |  |
| Telephone |  |
| Email |  |

Equally if you would like further information to assist you in responding to their questionnaire, please contract Linda Turnbull; Senior Commercial and Procurement Office

Tel: 01522 553672

Email: linda.turnbull@lincolnshire.gov.uk