

## 1. Background

London Borough of Redbridge (LBR) is planning to implement a new Framework for Day Opportunities for adults with Learning Disability, Mental Health, and Autism in 2023. We would like to take the opportunity to do some 'soft market testing' as outlined below, to determine current interest levels in the market.

## 2. Overview of service

a) The strategic outcomes that the Council wants to achieve through the operation of a day opportunities framework are to:

- Increase market diversity and have a range of providers delivering services that support people's wellbeing, promotes independence, and can support people with a range of needs.
- Evidence value for money.
- Evidence market sustainability
- Evidence continuous improvement
- Evidence high levels customer satisfaction

b) The Council seeks to work with day service providers who can demonstrate commitment to a set of fundamental service themes that will underpin and be the driving force for continuous development of services. The key themes are:

• Innovation – working to develop innovative individual and universal service solutions that put the needs of a service user/s first

• Prevention – preventing needs from increasing or preventing physical and mental deterioration and supporting wellbeing through preventative support and activities

• Outcomes – delivering services that offer personalised support and achieve good evidenced individual results

• Value for money – Services offer value for money on fees and efficiency through smarter business processes and sustainable business planning that will reduce unit costs.

## 3 Soft Market Testing

### THIS IS NOT A CALL FOR COMPETITION

The Soft Market Test is intended to allow interested organisations with relevant experience to outline their views and provide information with no commitment to themselves or the Council. It is envisaged that the framework would be for a period of 4 years.

During the Soft Market Test, we would like to gauge the level of interest. We encourage your participation in this soft market testing exercise but must emphasise that your involvement in this exercise will not carry any commercial advantage in any ensuing procurement process. No information provided in response to this soft market testing

exercise will be used in any evaluation of any subsequent response to a procurement exercise.

Soft Market Test questions

1. Would you be interested in bidding for this proposed Framework in Redbridge?  
If yes, why?  
If no, why not?  
What are the barriers stopping you from joining the Framework and how can Redbridge support you to overcome them?
2. What kind of services do you provide? Do you provide any specialist services related to complexity of need, Learning Disability, Autism and Mental Health?
3. Please detail the experience your organisation has in delivering this type of service including your work with other local authorities. Are the services spot purchased or provided under a Framework?
4. One of the things Redbridge Council is interested in, is the use of innovation in design and delivery of services and implementation of the progression model. Can you please tell us what your organisation has done working towards these two areas?
5. We need to understand your Pricing structure to implement a fair pricing for our model. For example, do you charge
  - Hourly
  - Half day
  - Whole day
  - Food
  - Transport?

Redbridge has signed up to pay London Living Wage (LLW) and our providers are expected to pay LLW.

- Do you currently pay London Living Wage and is this paid to all levels of staff within your organisation? If not, what levels are not paid at LLW ie support workers, supervisors and what are your reasons for not paying it?
- Do you have any comments you would like to make about paying of LLW to staff under the proposed framework?

6. When the Council goes to tender following the soft market test, is there anything in addition to the information in this brief that suppliers/providers would need to be advised of in order to aid in their response?

The survey is open until **12pm Thursday 6th April 2023**. All answers should be returned via the portal. Thank you.