**Cheshire East Borough Council**

**INVITATION TO TENDER – Light Touch**

### OPEN PROCEDURE RESPONSE – Appendix F

**CONTRACT FOR THE PROVISION OF HOUSING RELATED SUPPORT SERVICES (HRS)**

**PERIOD: 1/4/2024 – 31/3/2029**

**With 2 x 12 months option to extend**

**CHEST REF: DN688828**

|  |  |
| --- | --- |
| Name of Tenderer: |  |

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**Document Version 34**

SELECTION OF LOTS

|  |  |
| --- | --- |
| **LOT NO.** | **DESCRIPTION** |
| Lot 1 | Housing-Led Program (HLP) |
| Lot 2 | Intensive Need Support Accommodation - North |
| Lot 3 | Intensive Need Support Accommodation - South |
| Lot 4 | General Need Supported Accommodation - North |
| Lot 5 | General Need Supported Accommodation - South |
| Lot 6 | Rapid Access and Assessment - North |
| Lot 7 | Rapid Access and Assessment - South |
| Lot 8 | Floating support services - North |
| Lot 9 | Floating support services - South |

Please indicate (tick) below the Lot(s) for which you are Tendering, by double clicking the tick box and selecting ‘checked’. Tenderers may select up to a maximum of **9** Lots

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| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** | **Lot 9** |
| [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

Tenderers may tick one or more Lots

**Cheshire East Borough Council**

Provision of Housing Related Support Services

**Period: 01.04.2024 – 31.03.2029 with 2 x 12 month options to extend**

**Appendix F - Per Response Document SCHEDULE 5 – is by Lot**

**ITT QUALITATIVE EVALUATION QUESTIONS**

**Lot specific Quality Questions – forms 60% of total evaluation scores**

**Introduction**

These are the Qualitative questions by Lot, which are contract specific and relate to the technical and professional ability of the supplier. **Please only respond to the questions specific to the Lots that you are bidding for.**

Please ensure you responses are in line with the questions word limit and 12pt Arial. Anything beyond the word limit will not be taken into consideration by the Council.

Additional supporting documents are not permitted including diagrams/images. Cross Referencing information is not deemed a valid form of response by the Council.

**Any Supplier who fails to answer one of these questions or whose answer scores 2 or less out of the maximum possible score of 10, the Council reserves the right to reject that Supplier from participating any further in this procurement.**

**This Appendix includes 5 sets of questions, structured as follows:**

**Lot 1 – Housing-Led Program (HLP)**

**Lot 2 and 3 – Intensive Need Support Accommodation**

**Lot 4 and 5 – General Need Supported Accommodation**

**Lot 6 and 7 - Rapid Access and Assessment**

**Lot 8 and 9 - Floating support services**

If bidding for example for both Lot 4 & 5, you are only required to answer the General Need Supported Accommodation lot specific questions once.

**Lot 1 – Housing-Led Program (HLP) -** lot specific questions

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| **1.** | **Staffing and service design** |
| **Q1.** | Please explain how you intend to structure your service in terms of the style and type of units on offer and the and the level/type of support you would be looking to provide? * *Please detail the number, type(s) and tenure of the units that your service will offer under this lot.*
* *Describe the proposed units and how they might meet the support needs of clients with chaotic lifestyles and the geographical cover the service is required to provide.*
* *Please describe the style, level, and type of support you will be offering.*
* *Please detail how you would manage staffing for the required geographical split of the units.*
* *Please include a Structure chart showing job / role titles and the expected salary or grade of the roles*
* *How will roles be covered in emergencies, such as staff sickness etc. and what service will be available out of hours? How is this managed? Will cover staff have the same skill as the standard contracted staff?*

Maximum word Count: 850, 12pt arial + 1 attachment | Weighting: 13% |
| Response: **\_ Words** |

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| **1.** | **Referrals** |
| **Q2.** | It is expected that this service will accept all referrals except in extreme circumstances. What risk management procedures and processes will you have in place to ensure you can accept all referrals including those who have previously been excluded from your service?* *Please explain how your policies and procedures support the acceptance of high-risk clients.*
* *Please attach your client risk assessment and explain your risk assessment process.*
* *Please explain how your risk management processes support lone workers and facilitate the acceptance of high-risk clients.*
* *Please detail the steps you would take to ensure service is delivered safely, accounting for the safety of staff, clients, and communities.*

Maximum word Count: 750, 12pt arial + 1 attachment | Weighting: 11% |
| Response: **\_ Words** |

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| **1.** | **Managing chaotic behaviour** |
| **Q3.** | How will you manage people whose behaviour is chaotic within the service?* *please consider in particular service users who initially request help and then withdraw from support/ engagement.*
* *What skills or initiatives does your organisation have to keep service users engaged?*
* *Also consider the chaotic behaviour of visitors to the properties and the risk of cuckooing.*
* *Describe how you will work with partners or other agencies to manage chaotic behaviours.*

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

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| **1.** | **Training, Supervision, and staff retention** |
| **Q4.** | Please outline the staff training that you believe will be required to meet the needs of the contract and the frequency this training would be delivered for your staff. * *Considering that this is a long-term contract and staff development, and retention is key, what will be available to staff working on this contract to ensure they have continuing professional development?*
* *Please detail your approach to attaining and retaining good quality staff including any unique staff benefits or approaches that would be used to reduce staff turn-over.*
* *Please detail mandatory training and any other courses or training offered.*
* *What tools will you use to recruit, induct, supervise, and support staff?*
* *How will staff work with colleagues performing similar roles to ensure consistency of service delivery?*

Maximum word Count: 650, 12pt arial  | Weighting: 9% |
| Response: **\_ Words** |

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| **1.** | **Client Induction** |
| **Q5.** | Lot 1 service specification outlines the need for an induction process that is considered as the minimum expected standard which providers will be required to undertake. Please outline how your service will approach an induction process with clients. * *Fully describe your induction process with indicative timeframes.*
* *What else your service will offer in addition to the minimum expectations?*
* *How do you ensure engagement and settling in?*
* *How will you use the induction to limit evictions and to promote independence?*

Maximum word Count: 500, 12pt arial  | Weighting: 8% |
| Response: **\_ Words** |

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| **1.** | **Support reduction** |
| **Q6.** | It is expected that support hours will be reduced for individuals over the period of time they are in the service. Please outline how you would work with people to meet the outcomes of their personal support plan and to achieve independence.* Please describe fully your support plan and the method of delivery
* Outline how you will work with partners and other agencies to deliver support and reduce your involvement with clients.

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

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| **1.** | **Communities** |
| **Q7.** | Community engagement will be essential to the success of the Housing-led programme please outline how you intend to contribute positively to the communities the accommodation will situated. * How will you embed units into communities to prevent community tensions.
* Describe how you will address any community tensions that arise from unit(s)
* Outline any plans to deliver a positive impact for communities involving service users, partners, and local communities.
* How will you monitor community engagement and ensure that this is successful?

Maximum word Count: 450, 12pt arial  | Weighting: 7% |
| Response: **\_ Words** |

*End of Lot 1 Lot Specific Q’s – Appendix F*

**Lot 2 & 3 – Intensive Need Support Accommodation -** lot specific questions

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| **2. &/or 3.** | **Staffing and service design** |
| **Q1.** | Please explain how you intend to structure your service in terms of the style and type of units on offer and the and the level/type of support you would be looking to provide? * *Describe the proposed units and how they might meet the support needs of clients with chaotic lifestyles, addressing the need for disabled access and self-contained provision.*
* *Please describe the support and communal spaces.*
* *Please describe the style, level, and type of support you will be offering.*
* *Please include a Structure chart showing job / role titles and the expected salary or grade of the roles*
* *How will roles be covered in emergencies, such as staff sickness etc. and what service will be available out of hours? How is this managed? Will cover staff have the same skill as the standard contracted staff?*

Maximum word Count: 850, 12pt arial + 1 attachment | Weighting: 13% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Referrals** |
| **Q2.** | It is expected that this service will accept all referrals except in extreme circumstances. What risk management procedures and processes will you have in place to ensure you can accept all referrals including those who have previously been excluded from your service?* *Please explain how your policies and procedures support the acceptance of high-risk clients.*
* *Please attach your client risk assessment and explain your risk assessment process.*
* *Please explain how your risk management processes support lone workers and facilitate the acceptance of high-risk clients.*
* *Please detail the steps you would take to ensure service is delivered safely, accounting for the safety of staff, clients, and communities.*

Maximum word Count: 750, 12pt arial + 1 attachment | Weighting: 11% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Managing chaotic behaviour** |
| **Q3.** | How will you manage people whose behaviour is chaotic within the service?* *please consider in particular service users who initially request help and then withdraw from support/ engagement.*
* *What skills or initiatives does your organisation have to keep service users engaged?*
* *Consider the demographics of a service and how you will limit the impact of chaotic behaviours on other clients.*
* *Describe how you will work with partners or other agencies to manage chaotic behaviours.*

Maximum word Count: 400, 12pt arial | Weighting: 6% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Training, Supervision, and staff retention** |
| **Q4.** | Please outline the staff training that you believe will be required to meet the needs of the contract and the frequency this training would be delivered for your staff. * *Considering this is a long-term contract and staff development and retention is key, what will be available to staff to ensure they have continuing professional development?*
* *Please detail your approach to attaining and retaining good quality staff including any unique staff benefits or approaches to reduce staff turn-over.*
* *Please detail mandatory training and any other courses or training offered.*
* *What tools will you use to recruit, induct, supervise, and support staff?*
* *How are staff recruited, inducted, supervised, and supported?*
* *How will staff work with colleagues performing similar roles to ensure consistency of service delivery?*

Maximum word Count: 650, 12pt arial | Weighting: 9% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Client Induction** |
| **Q5.** | Lots 2 and 3 service specifications outline the need for an induction process that is considered as the minimum expected standard which providers will be required to undertake. Please outline how your service will approach an induction process with clients. * *Fully describe your induction process with indicative timeframes.*
* *What else your service will offer in addition to the minimum expectations?*
* *How do you ensure engagement and settling in?*
* *How will you use the induction to limit evictions and to promote independence?*

Maximum word Count: 500, 12pt arial  | Weighting: 8% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Tenancy readiness** |
| **Q6.** | Tenancy readiness training is a requirement for those clients who are near to achieving independent living.In the main specification there is an outline of the subjects that must be covered in tenancy readiness work with clients. Please outline how you intend to deliver this to maximise the chances of future tenancy sustainment. * *Consider different learning style of clients and how you will meet different learning needs and keep their interest.*
* *Outline how you might embed and test the learning.*
* *Describe how you will ensure that clients will engage with the learning. Please detail how you will track this and adapt the approach if necessary.*
* *Outline how you will use other agencies or work in partnership to promote tenancy readiness.*

Maximum word Count: 650, 12pt arial  | Weighting: 9% |
| Response: **\_ Words** |

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| **2. &/or 3.** | **Communities** |
| **Q7.** | Community engagement will be essential to the success of projects of this size please outline how you intend to contribute positively to the communities the accommodation will situated. * How will you embed the projects into communities to prevent community tensions.
* Describe how you will address any community tensions that arise from a project with the number of units required.
* Outline any plans to deliver a positive impact for communities involving service users, partners, and local communities.
* How will you monitor community engagement and ensure that this is successful?

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

*End of Lot 2 & 3 Lot Specific Q’s – Appendix F*

**Lot 4 & 5 – General Needs Supported Accommodation -** lot specific questions

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| **4 &/ or 5** | **Staffing and service design** |
| **Q1.** | Please explain how you intend to structure your service in terms of the style and type of units on offer and the and the level/type of support you would be looking to provide? * *Please detail the type(s) and tenure of the units that your service will offer under this lot.*
* *Describe the proposed units and how they can be used to support different household types.*
* *Please describe the style, level, and type of support you will be offering.*
* *Please include a Structure chart showing job / role titles and the expected salary or grade of the roles*
* *How will roles be covered in emergencies, such as staff sickness etc. and what service will be available out of hours? How is this managed? Will cover staff have the same skill as the standard contracted staff?*

Maximum word Count: 850, 12pt arial + 1 attachment | Weighting: 13% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Referrals** |
| **Q2.** | It is expected that this service will accept all referrals except in extreme circumstances. What risk management procedures and processes will you have in place to ensure you can accept all referrals including those who have previously been excluded from your service?* *Please explain how your policies and procedures support the acceptance of high-risk clients.*
* *Please attach your client risk assessment and explain your risk assessment process.*
* *Please explain how your risk management processes support lone workers and facilitate the acceptance of high-risk clients.*
* *Please detail the steps you would take to ensure service is delivered safely, accounting for the safety of staff, clients, and communities.*

Maximum word Count: 750, 12pt arial + 1 attachment | Weighting: 11% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Pathways to independence**  |
| **Q3.** | Describe your planned client pathways into independent accommodation.* *Consider how you will address barriers to future housing, such as avoiding service charge arrears and addressing former rent arrears or anti-social behaviour.*
* *Consider how you intend to work to improve access to housing other than social housing.*
* *Describe how you will engage with other partners and agencies to improve pathways to independence.*

Maximum word Count: 750, 12pt arial | Weighting: 11% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Training, Supervision, and staff retention** |
| **Q4.** | Please outline the staff training that you believe will be required to meet the needs of the contract and the frequency this training would be delivered for your staff. * *Considering this is a long-term contract and staff development and retention is key, what will be available to staff to ensure they have continuing professional development?*
* *Please detail your approach to attaining and retaining good quality staff including any unique staff benefits or approaches to reduce staff turn-over.*
* *What tools will you use to recruit, induct, supervise, and support staff?*
* *Please detail mandatory training and any other courses or training offered.*
* *How will staff work with colleagues performing similar roles to ensure consistency of service delivery?*

Maximum word Count: 400, 12pt arial | Weighting: 6% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Client Induction** |
| **Q5.** | Lots 4 and 5 service specifications outline the need for an induction process that is considered as the minimum expected standard which providers will be required to undertake. Please outline how your service will approach an induction process with clients. * *Fully describe your induction process with indicative timeframes.*
* *What else your service will offer in addition to the minimum expectations?*
* *How do you ensure engagement and settling in?*
* *How will you use the induction to limit evictions and to promote independence?*

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Tenancy readiness** |
| **Q6.** | Tenancy readiness training is a requirement for those clients who are near to achieving independent living.In the main specification there is an outline of the subjects that must be covered in tenancy readiness work with clients. Please outline how you intend to deliver this to maximise the chances of future tenancy sustainment. * *Consider different learning style of clients and how you will meet different learning needs and keep their interest.*
* *Outline how you might embed and test the learning.*
* *Describe how you will ensure that clients will engage with the learning. Please detail how you will track this and adapt the approach if necessary.*
* *Outline how you will use other agencies or work in partnership to promote tenancy readiness.*

Maximum word Count: 650 12pt arial  | Weighting: 9% |
| Response: **\_ Words** |

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| **4 &/ or 5** | **Communities** |
| **Q7.** | Community engagement will be essential to the success of projects of this size please outline how you intend to contribute positively to the communities the accommodation will situated. * How will you embed the projects into communities to prevent community tensions.
* Describe how you will address any community tensions that arise from a project with the number of units required.
* Outline any plans to deliver a positive impact for communities involving service users, partners, and local communities.
* How will you monitor community engagement and ensure that this is successful?

Maximum word Count: 350, 12pt arial  | Weighting: 4% |
| Response: **\_ Words** |

*End of Lot 4 & 5 Lot Specific Q’s – Appendix F*

**Lot 6 & 7– Rapid access and assessment accommodation -** lot specific questions

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| **6 & 7** | **Staffing and service design** |
| **Q1.** | Please explain how you will structure your service in terms of the style and type of units on offer and the and the level/type of support you would be looking to provide? * *Please detail the type(s) and tenure of the units that your service will offer under this lot addressing the need for disabled access and self-contained provision.*
* *Please describe the support and communal spaces.*
* *Please describe the style, level, and type of support you will be offering.*
* *Please include a Structure chart showing job / role titles and the expected salary or grade of the roles*
* *How will roles be covered in emergencies, such as staff sickness etc. and what service will be available out of hours? How is this managed? Will cover staff have the same skill as the standard contracted staff?*

Maximum word Count: 850, 12pt arial + 1 attachment | Weighting: 13% |
| Response: **\_ Words** |

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| **6 & 7** | **Referrals** |
| **Q2.** | It is expected that this service will accept all referrals except in extreme circumstances. What risk management procedures and processes will you have in place to ensure you can accept all referrals including those who have previously been excluded from your service?* *Please explain how your policies and procedures support the acceptance of high-risk clients.*
* *Please attach your client risk assessment and explain your risk assessment process.*
* *Please explain how your risk management processes support lone workers and facilitate the acceptance of high-risk clients.*
* *Please detail the steps you would take to ensure service is delivered safely, accounting for the safety of staff, clients, and communities.*

Maximum word Count: 750, 12pt arial + 1 attachment | Weighting: 11% |
| Response: **\_ Words** |

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| **6 & 7** | **Managing chaotic behaviour** |
| **Q3.** | How will you manage people whose behaviour is chaotic within the service?* *please consider in particular service users who initially request help and then withdraw from support/ engagement.*
* *What skills or initiatives does your organisation have to keep service users engaged?*
* *Consider the demographics of the service and how you will limit the impact of chaotic behaviours on other clients.*
* *Describe how you will work with partners or other agencies to manage chaotic behaviours.*

Maximum word Count: 400, 12pt arial | Weighting: 6% |
| Response: **\_ Words** |

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| **6 & 7** | **Training, Supervision, and staff retention** |
| **Q4.** | Please outline the staff training that you believe will be required to meet the needs of the contract and the frequency this training would be delivered for your staff. * *Considering this is a long-term contract and staff development and retention is key, what will be available to staff to ensure they have continuing professional development?*
* *Please detail your approach to attaining and retaining good quality staff including any unique staff benefits or approaches to reduce staff turn-over.*
* *Please detail mandatory training and any other courses or training offered.*
* *What tools will you use to recruit, induct, supervise, and support staff?*
* *How will staff work with colleagues performing similar roles to ensure consistency of service delivery?*

Maximum word Count: 650, 12pt arial | Weighting: 9% |
| Response: **\_ Words** |

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| **6 & 7** | **Sustaining placements** |
| **Q5.** | Describe your approach to managing clients who repeatedly breach licence terms and how you would assess and manage their needs to avoid evictions and unplanned support ends. * *How would you work with clients to ensure they engage with their induction and support plans?*
* *How would you work with other agencies to improve your support provision and to improve positive move on to more independent accommodation.*
* *What will be the consequences of breached tenancy terms and how will you manage breaches with clients?*
* *If clients must be evicted, how will you work with them to facilitate a return into service.*

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

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| **6 & 7** | **Rapid access** |
| **Q6.** | Moving clients through this service is a key target, the service will need planned client pathways and a targeted approach to getting clients read to move on to alternative accommodation. Describe how your client pathways and support plans will achieve this.* Describe how you will encourage and sustain client engagement with support over a short time frame.
* Detail what you plan to achieve in the targeted 6 weeks that will make a difference to sustaining future accommodation.
* Outline the other providers, services, and agencies you will need to work with to achieve your turnover targets and engagement in support.
* Describe your approach to support; considering group and ‘one to one’ support for clients or other more innovative approaches, as appropriate.

Maximum word Count: 650 12pt arial  | Weighting: 9% |
| Response: **\_ Words** |

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| **6 & 7** | **Communities** |
| **Q7.** | Community engagement will be essential to the success of projects with the expected turnover and client throughput please outline how you intend to contribute positively to the communities the accommodation will situated. * How will you embed the projects into communities to prevent community tensions.
* Describe how you will address any community tensions that arise from a project with the planned turnover of units and chaotic lifestyles of clients.
* Outline any plans to deliver a positive impact for communities involving service users, partners, and local communities.
* How will you monitor community engagement and ensure that this is successful?

Maximum word Count: 400, 12pt arial  | Weighting: 6% |
| Response: **\_ Words** |

*End of Lot* **6 & 7** *Lot Specific Q’s – Appendix F*

**Lot 8 & 9 – Floating Support -** lot specific questions

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| **8 & 9** | **Staffing and structure** |
| **Q1.** | Please explain how you will structure your service to deliver the flexibility in support that will be needed across the different support needs of clients and the different tenures of their accommodation? * *Please detail the structure you will operate in to deliver both resettlement and sustainment support.*
* *Please describe the style, level, and type of support you will be offering.*
* *Please explain how you will extend your support reliably into the more rural part of the Cheshire East borough.*
* *Please include a Structure chart showing job / role titles and the expected salary or grade of the roles.*
* *How will roles be covered in emergencies, such as staff sickness etc. and what service will be available out of hours? How is this managed? Will cover staff have the same skill as the standard contracted staff?*

Maximum word Count: 850, 12pt arial + 1 attachment | Weighting: 13% |
| Response: **\_ Words** |

|  |  |
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| **8 & 9** | **Referrals** |
| **Q2.** | It is expected that this service will accept all referrals except in extreme circumstances. What risk management procedures and processes will you have in place to ensure you can accept all referrals including those who have previously been excluded from your service?* *Please explain how your policies and procedures support the acceptance of high-risk clients.*
* *Please attach your client risk assessment and explain your risk assessment process.*
* *Please explain how your risk management processes support lone workers and facilitate the acceptance of high-risk clients.*
* *Please detail the steps you would take to ensure service is delivered safely, accounting for the safety of staff, clients, and communities.*

Maximum word Count: 750, 12pt arial + 1 attachment | Weighting: 11% |
| Response: **\_ Words** |

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| **8 & 9** | **Managing chaotic behaviour** |
| **Q3.** | How will you manage people whose behaviour is chaotic within the service?* *please consider in particular service users who initially request help and then withdraw from support/ engagement.*
* *What skills or initiatives does your organisation have to keep service users engaged?*
* *Consider the demographics of a service and how you will limit the impact of chaotic behaviours on other clients.*
* *Describe how you will work with partners or other agencies to manage chaotic behaviours.*

Maximum word Count: 400, 12pt arial | Weighting: 6% |
| Response: **\_ Words** |

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| **8 & 9** | **Training, Supervision, and staff retention** |
| **Q4.** | Please outline the staff training that you believe will be required to meet the needs of the contract and the frequency this training would be delivered for your staff. * *Considering this is a long-term contract and staff development and retention is key, what will be available to staff to ensure they have continuing professional development?*
* *Please detail your approach to attaining and retaining good quality staff including any unique staff benefits or approaches to reduce staff turn-over.*
* *Please detail mandatory training and any other courses or training offered.*
* *What tools will you use to recruit, induct, supervise, and support staff?*
* *How will staff work with colleagues performing similar roles to ensure consistency of service delivery?*

Maximum word Count: 650, 12pt arial | Weighting: 9% |
| Response: **\_ Words** |

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| **8 & 9** | **Service promotion and engagement** |
| **Q5.** | Please explain how you will promote your service with local accommodation providers to ensure good take up.* Describe how you might work to receive referrals from both social and private landlords.
* Describe how you will work with supported accommodation providers to encourage referrals.
* Outline your target partners and agencies for promotion and any agreements or formal arrangements already in place.

Maximum word Count: 300, 12pt arial  | Weighting: 4% |
| Response: **\_ Words** |

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| **8 & 9** | **Homelessness prevention** |
| **Q6.** | Cheshire East are seeing increased tenancy failure and demand on homelessness prevention services. A key driver in commissioning this service is to prevent early tenancy failure and to reduce the lost of established tenancies. Explain how your service will be delivered to prevent homelessness and to compliment the Council’s housing options service.* *Consider how you will work with the Council’s housing options team, to prevent homelessness and the referral methods you might use.*
* *Have regard to accessing small purchase funds or charities to support people in settling into a home.*
* *Describe how you will address budgeting problems or access financial support for households struggling with rent arrears.*
* *Describe your approach to working with landlords to prevent tenancy failure.*

Maximum word Count: 650 12pt arial  | Weighting: 9% |
| Response: **\_ Words** |

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| **8 & 9** | **Support delivery** |
| **Q7.** | Floating support should be planned targeted and flexible. The support needs for each client will vary as with the required duration of support. Please describe your approach to support planning and delivery. * Provide a template for support plans.
* Describe how you will engage clients in planning their own support and retain their engagement in the delivery of support.
* Outline how you will use supervision to encourage exit planning and tapering of support.
* Outline how you will work with other providers, partners, and agencies in your support delivery.

Maximum word Count: 500, 12pt arial + 1 attachment | Weighting: 8% |
| Response: **\_ Words** |

*End of Lot* **8 & 9** *Lot Specific Q’s – Appendix F*

***End of ITT Response Lot Specific Q’s – Appendix F***