
Local Community Offer (Hubs) Market questionnaire:

London Borough of Southwark (LBS) is carrying out a review of its grant funded Voluntary and Community Service community support services for Older People, Disabled People and Carers with a view to going out to tender to secure two community hubs by the end of 2019, one for people with disabilities and one for older people.

The development of these Hubs in Southwark has been a key part of the strategic plans for Adult Social Care for sometime and responds to the need to more effectively manage increasing demand within ever decreasing resources, whilst providing the support and services that enable people to remain healthy and well.

The Hub model aims to assist individuals living within the Borough to access information, advice, navigation and facilitation support that will link them with community opportunities and services across Southwark to support their independence and wellbeing. The model also seeks to embody the notion of 'no wrong door' so that the people needing support only have to tell their story once.

Southwark Council seeks to award two contracts for the Older Persons Hub, and Disabilities Hub to two Lead Providers who will work with a network of providers to meet a broad range of community needs.

The Lead provider will be expected to work collaboratively with other providers in the network and to effectively manage the relationship and activity, in order to provide the required breadth of experience, expertise and reach. This service model will be underpinned by a contractual arrangement with LBS.

Potential bidders will be encouraged to demonstrate innovative ways in which the service model can be delivered; the Council will be using the Competitive Procedure with Negotiation (CPN) procurement route to ensure potential bidders are given the opportunity to shape the final model, which meets local needs.

Commissioners from LBS will be holding a market engagement event to discuss and obtain feedback on the above proposals on Monday 12th November 2018 at 3-5pm at:

Southwark Resource Centre

10 Bradenham Court

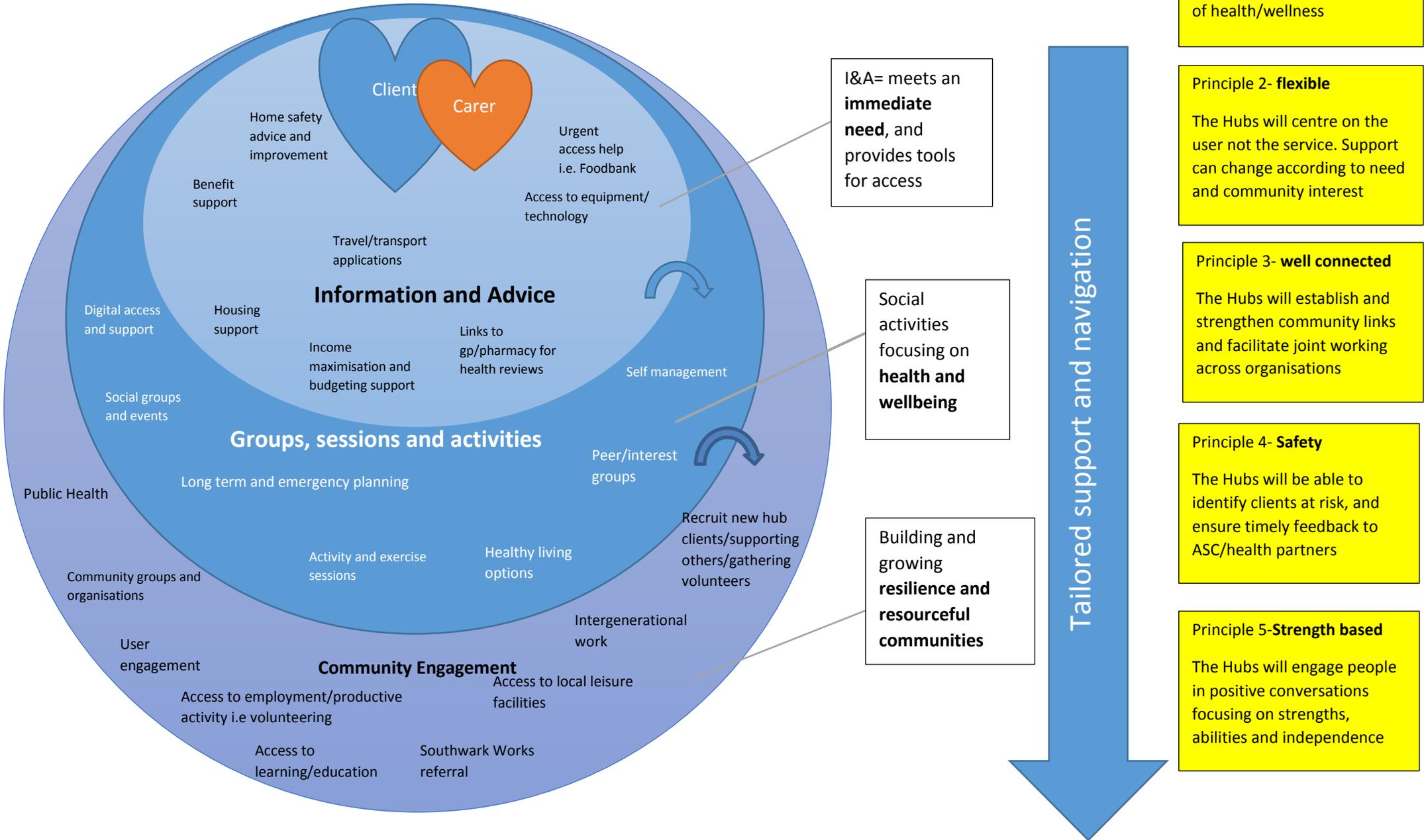
London

SE17 2QB

Please confirm your attendance by completing the attached form and submitting it via the Pro-Contract portal at <https://procontract.due-north.com/> by 1pm on Wednesday 7th November 2018.

The development of the Hubs of Older people and Disabled People in Southwark will involve the coordination of information and advice; groups, sessions and activities; and community engagement, support and navigation. A model is in development which outlines the range of services that the Hubs may provide, or navigate individuals to. A number of principles are central to the delivery of the Hubs and are highlighted in figure 1 below:

Figure 1: Southwark Older Persons and Disabled Person's Hub Model



Interested parties will not be prejudiced by any response or failure to respond to this soft market testing exercise and a response to this notice does not guarantee any invitation to participate in any future public procurement process that the LBS may conduct.

This notice does not constitute a call for competition to procure any services for the Council and the Council is not bound to accept any proposals offered. The Council is not liable for any costs, fees or expenses incurred by any party participating in the soft market testing/sounding exercise. Any procurement of any services by the Council in due course will be carried out strictly in accordance with the provisions of the Public Contracts Regulations 2015.

Responses to the questionnaire will be treated confidentially.

The Council's tenders will be advertised on the Pro-contract portal and the following websites please see links below:

<https://procontract.due-north.com/>

<https://www.contractsfinder.service.gov.uk>

Questionnaire

Your details:
Name:
Job Title:
Email address:
Phone Number:
Organisation Name:
Organisation Address (1)
Organisation Address (2)
Organisation Town
Organisation Postcode

Please answer the questions on the following pages. Your answers to these questions will form the starting point for discussion at the market event on 12 November 2018 There are five sections in the questionnaire:-

A: Response to the Model and Principles

B: Service Area Gaps

C: Provider Details

Section A**Response to the Procurement Strategy, Model and Principles**

A1. Based on the proposed procurement strategy of a Competitive Procedure with Negotiation, do you have any concerns or questions about this approach?

YES NO

If yes, please provide details below:

Please provide your answer in the space below.

***Answer
(500 word limit)***

A2. Do you have any concerns or questions about the emerging model, which is set out in figure 1?

YES NO

If yes, please provide details below:

***Answer
(500 word limit)***

A3. Are there any other principles that you feel are relevant, but not included?

YES NO

If yes, please provide your answer in the space below.

***Answer
(500 word limit)***

Section B**Service Area Gaps**

Through the Council's initial engagement work so far, some potential service gaps have been emerging in relation to services for older people, disabled people and their carers in Southwark. These include:

- Support for carers including peer support, emergency planning and health promotion at an increasing range of locations
- Digital inclusion and support
- Support for clients who are housebound and have complex needs
- Support in accessing or maintaining appropriate housing
- Employment and training support
- Income maximisation and financial support
- Service user engagement
- Social interaction for disabled people

B1. From your experience, are these gaps ones that you recognise? If yes which ones?

Answer
(750 word limit)

B2. Are there any other gaps that you are aware of? What are they?

Answer
(750 word limit)

Section C.

Provider Details

We wish to understand the reasons for your interest in this market engagement about Local Community Offer (Hubs)

A series of questions are presented below.

Please select an answer from the range of options or provide an answer in the space provided.

Answer

1. Which client group(s) do you work with? (Please tick as many as are relevant)

a) Mental Health

b) Learning Disability

c) Older people

d) Physical Disability

e) Children, Young People, and Families

f) Carers Support

g) Other, (please state)

2. Do you provide:-

- (i) Support based from one central location?
(please state).....
- (ii) Support from a range of community locations?
(please state).....
- (iii) Outreach support including home visits?

Please return your questionnaire the Pro-Contract portal via:

<https://procontract.due-north.com> Please return by 1pm on 07 November 2018