**Procurement**

Law, Strategy and Public Health

The Royal Borough of Windsor & Maidenhead

Town Hall

St Ives Road

Maidenhead

Berkshire

SL6 1RF

**The Royal Borough of Windsor & Maidenhead Housing, Education, Employment and Tenancy Sustainment Support Market Questionnaire**

Dear Provider

Thank you for expressing your interest in the above services.

The Royal Borough of Windsor and Maidenhead ultimately intends to appoint a provider to assist the borough in providing housing, education, employment and tenancy sustainment support for a number of households / referrals per year.

Given the nature of demand for homelessness services within the borough it is difficult for the Council to determine the exact numbers of households who may require this particular support. A conservative estimate however is that at least 25 households / referrals will actively engage with such a service each year. Providers should be capable of delivering a service to for this minimum number.

The service user cohort will be drawn from refugees which have been referred to the Borough as well as the Boroughs cohort of  homelessness prevention cases. Referred households will not be roofless, but some will require assistance to source accommodation in the private rented sector as a more sustainable alternative to the interim accommodation they currently occupy. The  provider should be adept at sourcing private sector accommodation, and working with households to sustain this accommodation via tenancy, employment and life skills support.

Providers are expected to have the capacity to commence this service no later than the 01/04/2023 and be able to work with at least 25 new households per year.

The intention of the Authority is to issue a tender to award a multi-year contract for these requirements.

The Authority would be grateful if you could answer the questions below and send your completed questionnaire to procurement@rbwm.gov.uk by no later than the 30/12/2022.

By completing this questionnaire you will be assisting the Authority in understanding the market, the services that you are able to provide and how best to approach any potential procurement exercise to establish a future contract. This will be of benefit to both the Council and providers who may latterly tender for this opportunity.

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| **Market Questionnaire** |
| 1. Name of your organisation.
 | *Please answer question 1 here* |
| 1. Your Company Registration Number
 | *Please answer question 2 here* |
| 1. Primary website address of your organisation.
 | *Please answer question 3 here* |
| 1. The location of your organisation’s main office and if you have more than one site the location of your closest office to RBWM
 | *Please answer question 4 here* |
| 1. Primary point of contact at your organisation in connection with this questionnaire including email, telephone number, and job title
 | *Please answer question 5 here* |
| 1. Please detail your experience for other local authorities (including identifying who they are) of providing the following types of support to individuals and families in housing need (both those at risk of homelessness and families recently arrived in the UK from countries such as Syria and Ukraine):
* Building and developing the skills required to sustain a tenancy within the private rented sector – for example, the expectation of landlords, benefit awareness and household budgeting skills.
* Employment i.e. support to obtain and maintain sustainable permanent employment.
* Delivering or arranging language education for families newly arrived in the UK.
 | *Please answer question 6 here* |
| 1. Please detail your experience for other local authorities in successfully facilitating access to the private rented sector for households in need of accommodation with the aim of securing long term accommodation.
 | *Please answer question 7 here* |
| 1. The Council anticipates the need for any appointed provider to support at least 25 referrals / households at any one time. What capacity and resources do you have to meet this demand?
 | *Please answer question 8 here* |
| 1. Would you be able to commence service delivery for the Council on or before the 01/04/2023?
 | *Please answer question 9 here* |
| 1. What is your estimated rate per referral / household for providing up to 45 hours of total support per referral / household which will largely be utilised in the first year of the referral?
 | *Please answer question 10 here* |
| 1. If a referral / household requires more than the total hours of support mentioned in the previous question what is your rate per hour of support provided?
 | *Please answer question 11 here* |
| 1. Would you be prepared to contract with the Council on its Terms & Conditions?
 | *Please answer question 12 here* |
| 1. What challenges do you believe exist in accessing the private rented sector in the Royal Borough of Windsor and Maidenhead and how would you effectively overcome them?
 | *Please answer question 13 here* |
| 1. What barriers do you believe exist to prevent people in the context of these requirements accessing employment and how would your organisation innovate to overcome such barriers?
 | *Please answer question 14 here* |
| 1. What do you believe are the challenges you may face engaging with referred households and how would you effectively work to overcome these in a community context?
 | *Please answer question 15 here* |

The Council thanks you for the time taken in completing this questionnaire and for expressing your interest in this future opportunity.

Regards,

The Procurement Team,

The Royal Borough of Windsor & Maidenhead