Brighton and Hove City Council (BHCC) is currently considering the options available to it in the recommissioning of its Refugee Resettlement Scheme Service. Currently the service is provided via Contract with an external provider - **Voices in Exile.**

The Council’s existing Refugee Resettlement Service provides support to Refugee Households arriving on the UK Refugee Resettlement Scheme, Afghan Relocations and Assistance Policy and Afghan Citizens Resettlement Scheme.

This preliminary market engagement is being conducted to investigate:

* the experience of the market in delivering Refugee Resettlement Scheme Services
* the different service models experienced by the market
* the markets experience with integrated service models
* Advantages and Disadvantages of the markets experience
* Challenges faced by the market with the changing landscape for Refugee Support

**Please complete the Questionnaire:** if you **are a provider** of a Refugee Resettlement Scheme Service. The council would like responses from: sole providers, lead providers, partners, sub-contracted providers and/or providers who have delivered aspects of a Refugee Resettlement Scheme Service under any other contractual arrangements.

Please complete by Thursday 23rd November 2023 and return via email to procurement@brighton-hove.gov.uk

**QUESTIONNAIRE**

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| --- | --- | --- |
| # | Question | Response |
| Part 1: Organisation Details |
| 1.1 | Full legal name |  |
| 1.2 | Organisation Type | Public Limited Company / Limited Company / Limited Liability Partnership / Other Partnership / Sole Trader / Third Sector /Other (Please Specify) |
| 1.3 | Is your organisation a [Small Medium Enterprise](https://www.gov.uk/government/publications/fcdo-small-to-medium-sized-enterprise-sme-action-plan/small-to-medium-sized-enterprise-sme-action-plan#what-is-an-sme) (SME)? | Yes / No |
| 1.4 | Is your organisation a charity? | Yes / No |
| 1.5 | Your contact details: | Name:Role: Email: Phone: |
| 1.6 | Who was your lead contact / lead commissioner on the client side (e.g. Council, NHS or other Government Body)?(Please confirm with this person that they are happy for you to share these details and be contacted in relation to this engagement) | Name: Organisation: Role: Email:  |
| Part 2: Questions |
| 2.1 | Provide a brief (no more than 200 words) summary of what services your organisation delivers as a Refugee Resettlement Scheme Service Provider? |  |
| 2.2 | How many years have you been providing these Services? |  |
| 2.3 | What service model(s) have you developed or been a part of in the delivery of a Refugee Resettlement Scheme Service? Please give some detail (no more than 200 words). |  |
| 2.4 | What were the Advantages and Disadvantages of the service model(s) you developed or were a part of? |  |
| 2.5 | What are the major challenges you’ve faced providing your Services? In particular, what are the challenges you have faced in the current economic climate (where housing costs are so high)? And how have you overcome them? |  |
| 2.6 | Can you please provide insights into your cost structure? How do you structure your pricing for your service model? (For example, do you cost your service on a per-head basis, or do you have a single budget for a wider service?) |  |
| 2.7 | What strategies or methods have you found to be the most effective and efficient to deliver ESOL, to enable Refugees to learn the English they need to function in UK society as quickly as possible? |  |
| 2.8 | What strategies can help overcome the barriers that may be preventing some cohorts (for example: parents, carers, and those with long term health conditions) from learning English? |  |
| 2.9 | Have you any experience in providing an Integrated Resettlement Support Service to Refugees arriving through the government schemes, alongside Refugees arriving through other routes? |  |
| 2.10 | What have been the key challenges in providing an integrated service as detailed in 1.2.9 above?If you do not have experience in doing this, what would you advise the key challenges that the Council are likely to face if they were to do so? |  |