**REQUEST FOR INFORMATION (RFI)**

**Southampton Eat Well Service for vulnerable people across the community.**

**Commissioners Overview**

Services that help vulnerable people to eat and drink play an important supporting role in maximising wellbeing, improving quality of life and promoting independence.

Malnutrition is common in the UK, affecting more than three million people at any one time. Around 1 in 3 patients admitted to acute care will be malnourished or at risk of becoming so, and 35 % of individuals admitted to care homes will also be affected. In addition 93 % of those at risk of, or suffering, from malnutrition will be living in the community.

The scale of dehydration in the UK is unknown but is associated with a number of known causes of harm to people.

Southampton City Council (the Council) has historically commissioned a traditional model of Meal on Wheels for vulnerable people, delivering hot meals directly to the customers’ homes five days a week (Monday to Friday). Meals are delivered and plated by employed drivers. Drivers offer wellbeing checks to users and provide a degree of assurance for vulnerable users, raising safeguarding concerns as appropriate. There is a wide range of meals available to meet individual medical, cultural and religious needs.

In addition to Meal on Wheels the council also commission through housing services extra care and sheltered housing. The service model for extra care includes the offer of cooked food to residents and the wider community. The council has plans to expand the service offer beyond the facilities at Erskine Court through the development of a number of extra care schemes in the City. Potters Court Millbrook is due to be open in 2020, with sites for other schemes being identified in the east of the city. The Council operates a total of 24 independent living schemes, some of which offer catering opportunities.

The Council is currently working with a contractor to develop a new service called Living Well, providing support and day time activities for older people that will transform over time the traditional model of day centres. This new model is focused on giving people more choice and control over the support and services they are able to access, utilising personal budgets to offer more personalised forms of care and will promote the ethos of early intervention and prevention, maximising the use of community assets. This service offers development of wellbeing centres, an activities offer open to all, available in a range of community settings, including the use of local businesses. This also includes development of existing and new groups; providing leisure, education, exercise to join an affiliate scheme. A range of community led Luncheon Club opportunities exist in the city, run by volunteers from local faith groups and voluntary organisations.

It is hoped that local luncheon clubs will join the Living Well Service and provide improved access and cover across the city.

**Southampton Eat Well Service**

The Council is seeking a provider to support the delivery of a City Strategy to improve nutrition and hydration for vulnerable individuals, preventing hospital and care homes admissions, working in partnership with the CCG, Public Health, Adult Social Care providers, NHS providers, voluntary and neighbourhood organisations. The Council intend to offer a concession contract for a provider to operate out of its premises to deliver the following:

The aim is for:

All people needing support with maintaining good nutrition and hydration to be able to access safe and high quality meals when required, through the commissioning of person-centred and evidenced based integrated services in the community.

The Service will provide a meal offer consisting of the following:

* Meals on Wheels with delivery wellbeing checks (Basic offer)
* Extra Care & Sheltered Housing Schemes (Basic offer)
  + Erskine Court (SO16 4PZ) 54 extra care tenancies
  + Potters Court (SO16 8FZ) 88 extra care tenancies
  + Weston Court (SO19 9LB) 32 sheltered housing tenancies
* Other Sheltered Housing Schemes
  + Rozel Court (SO16 9QW)
  + Manston Court (SO16 8HF)
  + The Graylings (SO15 8SL)
* Southampton Living Well Service
* Meal exchange scheme (to be developed)
* Health Care partnership (to be developed)
* Residential Care partnership (to be developed)

The provider will develop a plan through coproduction approaches to develop the service model, in addition to providing the core meal offer.

Depending on the market feedback there is potential that the Council could offer a concession contract, starting on the 1st April 2019.

The Council is seeking feedback on the proposed service specification and the ability of the market to deliver the outcomes described (see the specification embedded).



The Council will require the provider to rent (lease agreement) catering facilities from buildings defined in the core offer to the value of £38,000. For this rental cost the council will grant access across all kitchens in sheltered housing and wellbeing settings under its ownership. Providers will be able access industry standard kitchens in the rented premises, under the licence agreement. Providers will be responsible for maintaining and repairing equipment in these kitchens (The council will retain ownership and will replace decommissioned equipment). Providers will be responsible for utility costs.

The provider will be able to retain any surplus income from the running of the service. The Council will retain the right to set meal costs for eligible customers to affordable levels in line with Consumer Price Index (CPI). Currently the cost of a meal for eligible customers is £3.70 per meal (VAT exempt).

Southampton City Council are Publishing this RFI, which is not a formal call for competition, to better understand the meals services that are available for people locally, regionally, and nationally. The Council is seeking indications of potential interest in providing this service.

**Provision of Meals Services -**

Feedback from stakeholders received to date indicates a view that a ‘Meals on Wheels’ type service continues to have a role in enabling people with social care and/ or health needs who cannot prepare food for themselves to maintain their nutrition. However loneliness and research indicates that nutritional intake is improved if food is consumed communally. Commissioners are therefore seeking to increase the numbers of people accessing meals in social situations and reduce the numbers eating alone.

**Please proceed to complete the information requested below.**

1. **Request for Information – Southampton Eat Well Service**

**Instructions**

All information submitted by your organisation will be dealt with in the strictest confidence in compliance with Southampton City Councils’ Information Governance policies, specifically the General Data Protection Regulation (GDPR).

Responses are only expected to be brief; however, you are invited to submit details of models of service delivery together with any supporting marketing or business details.

Please ensure that all the questions are answered. Please answer the questions below, by giving examples or proposals where possible.

**Provider Details**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Address of organisation:** |  |
| **Contact name:** |  |
| **Telephone:** |  |
| **Email Address:** |  |
| **Website Address:** |  |

1. Do you currently provide catering services?

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| --- | --- | --- | --- |
| Yes |  | No |  |

*If your response is yes please provide background information below:*

1. Background Information
2. Please provide a brief description of the Delivered Meals Service and wellbeing check offered, that you currently provide (or propose to provide) and include:

*(maximum 500 words)*

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1. Having read the Service specification, please advise if you are interested and have the capability and capacity to be the lead Contract holder for this service.

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| --- | --- | --- | --- |
| Yes |  | No |  |

1. Having read the Service specification, please advise if you are interested and have the capability and capacity to deliver specific elements of the service. Please tick as appropriate

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Yes** | **No** | **If not what is stopping you?** |
| 1 | Meals on Wheels with delivery wellbeing checks (Basic offer) |  |  |  |
| 2 | Food offer for Extra Care & Sheltered Housing Schemes (Basic offer) |  |  |  |
| 3 | Food offer for Southampton Living Well Service |  |  |  |
| 4 | Meal exchange scheme |  |  |  |
| 5 | Health Care partnership |  |  |  |
| 6 | Residential Care partnership |  |  |  |

1. If feasible would you would be able to consider linking in with other contracted services currently being provided in Southampton, for example:

Southampton Health Living Service[**https://www.southamptonhealthyliving.org.uk/**](https://www.southamptonhealthyliving.org.uk/)

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

1. Please indicate contract lengths that would provide confidence and viability delivering the contract (indicate all that apply):

|  |  |  |
| --- | --- | --- |
| Contact Length | Acceptable | Not Acceptable |
| 2 years + 2 additional years |  |  |
| 3 year + 2 additional years |  |  |
| 5 years + 2 additional years |  |  |

1. Do you feel that there are alternative models that we should consider and why? Please detail (maximum 500 words)

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1. Is the economic model of developing a food offer for the city viable and can you suggest how it might be improved? (propose alternatives) (maximum 500 words)

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1. If you feel the offer is not economically viable and can a sufficient profit be made from the concession opportunity. If this is not viable please suggest how the offer could be improved.

*(maximum 150 words)*

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1. Is there any information missing from the specification or any additional information you feel would be needed to enable potential bidders to work up and submit a tender? *(maximum 500 words)*

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1. Draft Specification

Please provide any general comments you have on the draft service Specification, including any areas that may be ambiguous or unclear

*(maximum 500 words)*

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Please complete your response and return via e-mail to Procurement Help Desk (procurement@southampton.gov.uk) by **Midday on 20th December 2018.** Thank you for your participation, the Commissioners appreciate your time and effort in completing this RFI, which will remain confidential.