**Market Engagement Questionnaire – Care at Home Aspirations**

**Introduction**

Southend-on-Sea City Council is seeking to engage with the market to gain an understanding of the capacity and appetite to deliver its Care at Home service from 1st April 2025. This exercise is to inform the Council in its consideration of options for the future service model and provision of the Homecare service.

This is not a call for competition. As such any future procurement process will be compliant with the Public Contract Regulations (2015 (updated 2016)) or the Procurement Act 2023 depending on when the tender is published. This includes but is not limited to advertising and fair treatment of economic operators, regardless of their involvement in this Market Engagement.

The issuing of this document and the carrying out of this Market Engagement does not commit the Council to commencing any related procurement process or to a single means of procurement.

The Council is interested to understand the capacity of the market to be able to bid on this opportunity when it is advertised in October / November 2024. The Council is looking to award the contract in January 2025.

**Background**

To support the co-ordination of integrated health and social care interventions within the community, Southend-on-Sea is split into of four localities – West, West Central, East Central and East.

We are looking to commission a Homecare service for a contract to start on 1st April 2025 for a five year period with an option to extend for a further two years or any part thereof, subject to the discretion of the Council, continued funding and provider performance. The combined contract value, for all lots is a maximum of £14,000,000 per annum. Providers are able to bid for one lot, as follows:

***Lot 1: Lead Locality Based Providers x 4:***

The Lead Locality Based Provider will be in one of the four localities within the City of Southend-on-Sea. They will be expected to pick up the majority of referrals across Pathway 1 and work alongside other homecare providers in the area under Lots 2 and 3. Within localities there is an expectation that there is the ability to provide support services to those with Learning Disabilities and Mental Health as well as Live in Care and Shift Care.

***Lot 2: Locality Providers:***

Southend-on-Sea City Council will also appoint Locality Providers to each of the four localities within the city. They will assist with the meeting demand in the market and deliver a Homecare service working alongside/collaboration with the Lead Locality Provider.

***Lot 3: Approved Spot Provider List:***

Southend-on-Sea City Council will have a list of lead providers of “spot” purchase provision. There will be no guaranteed delivery numbers or amounts and these providers will only be used when Lot 1 and Lot 2 cannot meet demand.

**Market Engagement Questions**

Please view and complete a short questionnaire (below) to confirm if you are able to fulfil the requirements of the Council and this opportunity (if procured in the future) would be of interest to your organisation.

The written confirmation of your company’s interest in taking part in this process and its response to the Market Engagement Question should be returned to the Council via an email to [**strategiccommissioning@southend.gov.uk**](mailto:strategiccommissioning@southend.gov.uk)

Your company’s response to confirm interest (if this opportunity is procured in the future) must be received by the Council before:

**Close of business on week before 12th September 2024.**

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| General information | |
| Organisation Name: |  |
| Your Name and position in organisation: |  |
| Background information of your organisation: |  |
| Organisation e-mail contact address: |  |
| Registered address: |  |
| Office address (if different to above): |  |
| Your telephone number: |  |
| ***Contract Specific Questions*** | |
| Do you currently deliver Care and Support at Home (Home Care/ Domiciliary Care) in Southend-on-Sea? | Yes  No |
| How many service users do you support (both Southend-on-Sea City Council and Private) in Southend-on-Sea? |  |
| Is your service CQC registered, if so, what does your registration cover? | Recent Date of CQC Inspection  What is your CQC Rating |
| Do you use an electronic call monitoring system? **If yes**, which system? | Yes  No |
| If you use innovative assistive technology, please tell us what this is, what the main functions are and whether you are willing to share your experiences with us. |  |
| If you don’t currently use assistive technologies, what are the reasons why you do not currently? |  |
| Please detail any issues / concerns you might have on delivering Home Care services in Southend-on-Sea. |  |
| What are your ideas for reducing carbon emissions in the provision of care and support at home services? |  |
| If you are not currently providing a Homecare service in Southend-on-Sea, where are you providing your service. |  |
| Where is your closest office to Southend-on-Sea. |  |