**Lambeth Occupational Therapy Quotation - Clarifications**

1. Who receives the referral from the service user?
   1. We receive the application and then decide if a referral is required and if so, it is then submitted to the service provider.
2. How and how often are they given to the supplier?
   1. The service provider is expected to access our systems daily to retrieve any referrals made by officers.
3. Can the desk-based screenings/assessments be completed remotely by the assessors, or do you need them to come into the Lambeth offices?
   1. They can be done remotely and uploaded to the council’s system (IEG4)
4. Can we clarify, will the face-to-face assessments be carried out at the Lambeth Civic Centre; and if so, will a secure office space/clinic room be available?
   1. Yes, although currently we are continuing with Telephone Assessments. Mobility assessments are only offered as a last resort or when deemed necessary for an appeal or Ombudsman enquiry.
5. Is there a particular day/s of the week that Lambeth would prefer the supplier to carry out work?
   1. No. The service operates 5 days a week and where relevant with prior approval weekends. Consequently, the work will need to be carried out when referred to the supplier.
6. Does Lambeth pay for translator/translation services. Will there be a charge for the supplier to use this?
   1. We have a supplier for translation services which is billed per use. If the supplier were to use this service, they will be invoiced for the use. The supplier could utilise their own translation service if they chose to do so.
7. Does Lambeth offer a type text service for use with applicants who have hearing impairments? Will there be a charge for the supplier to use this?
   1. This service is currently not offered by Lambeth Council. The service provider will be expected to implement this.
8. Does TUPE apply?
   1. No.
9. Is there an annual budget? If so, what is this, or can you advise what the actual budget spend was for 2021/22 for use of a private supplier?
   1. As advised within the specification there is no current set budget and referrals may be done on an ad-hoc basis, as such costing should be done on a single referral basis. Volume of work is not guaranteed. The most recent figures available for spend is for the period June 20 to May 21. The figure for this period is £20,582.31.
10. Is the current provider in house or outsourced?
    1. Outsourced.
11. If the current provider is outsourced, how long have they been in place? Were they originally appointed for a contract term and what was the duration of the contract term?
    1. This is accessed through a wider agreement with a contractor who provides numerous services to the council. The wider contract has been in place since 2011.
12. Did the current supplier have the contract term extended? If so, how many times, and for how long each time?
    1. Not applicable
13. Who is the incumbent supplier?
    1. CAPITA
14. What are the average pass rates for each of the three stages of assessment?
    1. There is no average marker, as each referral is assessed on its own merit.
15. How long does each stage of the three assessment processes take in minutes?
    1. This is to be detailed in your submission for this contract as per the specification.
16. Does Lambeth have a standard pass/ rejection letter and who would be responsible for sending this to the service user?
    1. Lambeth will send out approved and rejection letters to service users.
17. Does Lambeth organise the award, if given, directly with the service user?
    1. Yes.
18. Does Lambeth pay for no show face to face assessments?
    1. Yes.

1. Does Lambeth pay for the supplier’s time spent if a service user cannot be contacted?
   1. Yes, but will need to be evidenced and returned within the agreed timescales set out in the specification.
2. Can video calls be used for “telephone” assessments if the applicant agrees? This allows the assessor to capture more robust observational evidence of ability to walk.
   1. This can be discussed further with the successful bidder. Service area development is also required and is stated in the specification.
3. Will the supplier be assessing applications for Blue Badges where the applicant has a hidden disability? Can you give a breakdown of figures for hidden disability applicants for each stage of the assessment types (desk top screening, phone assessment, face to face assessment and appeal)?
   1. There is a possibility where referrals for non-visible disabilities can be made. As this is a recent addition to Blue Badge applications, we do not currently hold figures.
4. Will the supplier use their own assessment tools, screening tools and scoring matrixes or does Lambeth want the supplier to use Lambeth forms/tools?
   1. As mentioned in the specification, you will be required to develop your own scoring matrix and screening tools. These will need to be shared with Lambeth Council.
5. You mention that a scoring matrix needs to be completed for the desk top screening stage. Can you clarify if this is a requirement or is a completion of a screening tool aligned with DfT/London Councils guidelines sufficient? It may transpire from the desk top screening phase that there is insufficient evidence to score the applicant with any clinical validity using a scoring matrix, and that the assessment needs to progress to stage 2 for a telephone/video call to obtain more robust evidence to enable valid scoring on a matrix.
   1. That is sufficient.
6. For appeals - what are the “associated letters”? Does the supplier use Lambeth letter templates or does the suppler develop their own?
   1. The supplier uses Lambeth letterhead for appointment. All other letters are sent by Lambeth Council.
7. Can the supplier use their own laptops, or will they need to use Lambeth issued laptops/computers etc?

* 1. The supplier can use their own. These will need to be secured by the supplier and all relevant links will be provided by Lambeth.

1. Will the supplier’s assessors have access to the online Blue Badge System where the application forms and supporting evidence are located, or is there another system where the assessors will access this information?
   1. The suppliers’ assessors will be given access to the relevant system storing information needed to assess an application. Training will be provided for this.
2. How many cases are on the inherited caseload, and do you have a breakdown of these by concession type and assessment type (stage 1, 2, 3/appeal), and hidden vs visible disabilities?
   1. We are currently working through the outstanding cases with the current supplier. As such we expect inherited cases to be minimal and not exceed 50 cases.
3. Does Lambeth do any pre-screening of the applications, for example to preselect those applicants who are auto eligible for the travel concession, or is it the supplier’s responsibility?
   1. Lambeth will pre-screen all applications.
4. If additional written evidence (e.g. from a medical/healthcare professional) is required to determine eligibility, does the supplier simply deem the applicant not eligible on the grounds that there is insufficient evidence and the applicant can then appeal with further evidence? Or does the supplier request additional evidence from the applicant as part of the assessment process, and wait for the additional evidence to be submitted for the assessment to continue?
   1. Lambeth will write and ask for further information that can be retrieved by the service providers assessors. Desk based assessments are to be assessed with the information already provided. Where a telephone assessment or mobility assessment is required Lambeth officers will write out for further evidence upon referral. If the evidence is not satisfactory the assessor can request further information from the user.