**Market Engagement Questionnaire Deep Clean Service**

Camden Council are exploring commissioning options for the above service which are described below. Information provided will not be passed to third parties but will be used to inform the Council’s decisions regarding future commissioning.

Deep Clean is a preventative service that has five main objectives:

* To reduce the risk of accidents and injuries at home
* To reduce the number of unplanned hospital admissions of older people
* To support early hospital discharge
* To reduce the numbers of older people unnecessarily entering permanent care
* To promote people's independence

This new service will support individuals who may be unable to maintain a clean, safe, and healthy environment due to physical disabilities or mental ill health, thereby putting themselves and/or others at risk. Primarily it will provide a one-off cleaning service including a clearing service to deal with hoarding issues. The service will support the reduction of delayed hospital discharge, prevent admissions to hospital and residential care. It will have a clear referral pathway to environmental health and housing services.

The deep clean service will enable people to live independently in their own home for longer. It will provide a regular and responsive deep clean service for the short stay reablement flats at Henderson Court to ensure no cross contamination between residents.

We are looking for providers who can deliver the following services:

A domestic deep cleaning service will be provided to individuals following an Adult Social Care (ASC) assessment. The provider will work in partnership with ASC and service users to deliver a good quality service that will cover the following areas:

* General Clean: a general but thorough clean and declutter to make a safe environment.
* Deep Clean: removal of all rubbish, complete clean and sterilisation of all internal and external surfaces to ensure there is no cross contamination.
* Hoarding and removal of bulky goods, a one-off provision that will:
  + Identify and retain all items of value
  + Clear, remove and safely dispose of all waste
  + Thoroughly clean the property and ensure it is fit for habitation.
* A Deep Clean service for the short term reablement accommodation based at Henderson Court.
* A fast-track option for general cleans, deep cleans and the reablement flats
* The Provider will work with pest control teams to enable deep clean services to be completed within the set timeframes.
* The indicative budget for these services is £220,000 per year

**Please email your completed questionnaire to:** [**shanta.joseph@camden.gov.uk**](mailto:shanta.joseph@camden.gov.uk) **by 12pm, 27 May 2022**

**Questions**

We wish to gather the views of providers on the possible delivery models, and we are particularly interested in hearing innovative ideas.

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| 1. What is your general level of interest in bidding to deliver the service specified above?If not, please specify why. |
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| 2. Are you delivering a similar service at present? If so, what services are you delivering and how are these funded/contracted? Please include any services delivered via a framework. |
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| 3. Would you propose any changes to the proposed model or any different models for delivering the service principles above? |
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| 4a. What would you see as the key delivery challenges? |
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| 4b. What opportunities do you see based on the proposed model? |
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| 5. Do you have experience of working with people with Hoarding behaviours or self-neglect? |
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| 6. Do you provide mental health training for your staff? If yes, please provide detail of the type of training and what it includes. |
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| 7. In what ways do you think the service could best accommodate the different needs and goals of individuals using the services(s) to achieve most positive outcomes? |
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| 8. How are your current services charged, e.g. per hour, per day, per job, and do have a preferred pricing approach that supports transparency and cost effectiveness? Can you provide any indicative prices for the services set out above? |
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| 9. Camden Council is accredited employer with the Living Wage Foundation. We encourage organisations delivering services on behalf of Camden Council to pay their staff at least the London living Wage. Please confirm whether your organisation is accredited with the Living Wage Foundation? |
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| 10. In what ways do you think you could deliver improved Social Value to Camden communities through these services: i.e. improvements in the economic, social and/or environmental well-being of the areas? |
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| 11. Would you be willing to meet with us to discuss your views about this procurement further? If so, please provide contact details. |
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| 12. Do you have any other comments? |
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**Note**

Interested parties will not be prejudiced by any response or failure to respond to this soft market testing/sounding exercise. A response to this notice does not guarantee any invitation to participate in any future public procurement process that Camden Council may conduct.

This early engagement process does not constitute a call for competition to procure any services for the Council and the Council is not bound to accept any proposals offered.

Camden Council is not liable for any costs, fees or expenses incurred by any party participating in the soft market testing/sounding exercise. Any procurement of any services by Camden Council in due course will be carried out strictly in accordance with the provisions of the Public Contracts Regulations 2015.

Any responses provided will not be treated as commercially confidential and may be used by Camden Council in the final service specifications used for the contracts, but no organisation will be individually identified.

**End of questionnaire**