**[](https://www.middevon.gov.uk/)**[](https://www.teignbridge.gov.uk/)[](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjUqPzAmMzRAhWEAxoKHUq-D3sQjRwIBw&url=https://en.wikipedia.org/wiki/Torbay_Council&bvm=bv.144224172,d.ZGg&psig=AFQjCNE2q3OqrANh2Ekng2MIWVbfS0aixA&ust=1484845798746233)[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjLif-K9b7RAhWCuhQKHZdXDTUQjRwIBw&url=http://www.ngahr.co.uk/customers/exeter-city-council&psig=AFQjCNEsVzshrZYni0pwS9mW34vhWWzrfw&ust=1484389787892843)

TENDER DOCUMENTATION

Clarification Questions

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| **Prison Resettlement Service** |

**Clarification Questions and Responses to Date – Last updated 30.03.2017**

1. Does TUPE apply? This is a new service so TUPE does not apply
2. Is the monetary value given for the duration of the entire contract or per annum? The value is for the entire contract
3. What working hours/patterns are anticipated as part of the specification? We are looking for providers to put forward how they feel they can deliver he contract but with regards to the weighting if it was a 5 day post we’d expect at least 3 days per week inside the prison and 2 days working in Torbay
4. Section 3.11: the number refers to offenders per annum yes it does relate to numbers of prisoners per year (this is only an estimate)
5. Section 1.10: the 1:3 ratio is reflected in the description provided. When based at HMP Exeter, there will be clearly a focus on Exeter needs per se, but on the 2 days when based at Plymouth the focus would be on servicing the other authorities.  it is a 1:3 ratio as Torbay are putting in the majority of the finance – the 3 days in Prison will relate to working with Prisoners who are to be released across the 5 areas the other 2 days will be based in the offices at Torbay to enhance the offer
6. What is the definition of settled accommodation in terms of this contract, what is the criteria required to achieve the 90% target? There is no specific definition of settled accommodation – it can mean prevention work which is done whilst prisoners are in prison to ensure they don’t lose their accommodation, sourcing Private Rented Accommodation, referrals to supported accommodation, repatriation, planned moves into temporary accommodation etc etc.  What we are trying to prevent is the number of prisoners who are released onto the streets without accommodation which has been reasonable chance of being accessed. A signpost to the council or a letting agent to find accommodation is not sufficient.
7. The Through the Gate (TTG) contract allows accommodation to be sourced up until 5pm on the day of release. Can the authority please provide more clarity in relation to the outcomes expected, specifically timescales associated with performance i.e. when timescales start for the contractual expectations for this contract and where this separates from that of the TTG CRC Provider? One of the key things here is around what has been done in order to access accommodation for prisoners before they have been released – we understand the challenges of accessing accommodation (we face them on a daily basis.)  Sending them to see someone else on the day of release is not what we are looking for – it is all about proactive work before they are released.
8. How will performance be measured in relation to that currently being managed by the CRC TTG provider? Meetings will take place once the contract has been let to discuss a Prison Pathway and how services work together
9. There are a number of service users that have chosen to remain NFA for a number of reason, or simply refuse to engage with the process, despite being offered the service. What mitigation is accepted for those that choose to remain NFA, do not turn up at accommodation or appointments successfully sourced by the service provider ? Please refer to the response to Question 7 – for us we need to know what work has been done to date – we expect a successful provider to work closely with agencies and are assertive in their approach with prisoners. In instances where a person chooses to return to the streets we would expect there to be a clear log of engagements attempted to meet the needs of the individual rather than rigid access requirements. As a bare minimum communication should be in place with the relevant outreach team.
10. We often get accommodation applications turned down by offender managers due to potential risk. This is often done last minute. What mitigations are accepted for those last minute rejections by the OM or new risk information becoming available prior to release. This will come out as part of the contract review meetings and discussions about roles within the pathway. We would expect this to reduce as a consequence of the contract due to improved communication as part of the accommodation planning process.
11. Specification 3.11 – ‘It is likely that there will be between 150-200 offenders with a Local Connection to Exeter, East Devon, Mid Devon, Teignbridge and Torbay’ -  Is this per year or over the duration of the contract (2 years)?  Yes this is per year so 400 over life of the contract
12. Appendix C Baseline Data: Should KPI No 1 read ‘The number of HMP Exeter prisoners contacted from locality areas that are released *with* accommodation’?  Thanks yes it should very much read with ***accommodation***