**MARKET SURVEY**

**Project:** Individual Support for Disabled Children

**Buyer:** Salford City Council

**Title:** Contract for the provision of Individual Support for Disabled Children and Young People

**Summary of Requirement:**

Salford City Council is seeking information from the market around approaches to commissioning Individual Support for Disabled Children (aged 5 to 18 years)

These are children with physical and/or learning disabilities, and frequently complex autism and who sometimes display challenging behaviour. They have difficulties in accessing Local Offer facilities due to the nature of their disabilities.

The purpose is to provide a high quality personal, social and emotional care for these children and young people both outside and (less often) inside their own home to give their parents or carers a break from caring. This will usually involve taking the child or young person out to support their access to local community based services. Support will usually be on a 1-2-1 basis but some children/young people may need two carers at one time

Some children will have specific cultural needs. This could include a range of cultural needs including those who are part of Salford’s Orthodox Jewish Community, and provision would need to meet the needs of those families.

Some children will have lower level health needs, but medical needs at the level of Continuing Care are not in scope for this contract.

The service will be required from 07:00 to 22:00 hours on weekdays and 08:30 to 22:00 on weekends and Bank Holidays, 52 weeks a year. Overnight care is not in scope for this contract.

Every effort is made to give notice when allocating cases, but there will be some instances where a rapid or emergency placement is needed. We would expect provision to be allocated to all cases as soon as possible, and certainly within 4 weeks of the initial referral.

We are looking to commission a flexible and comprehensive responsive service offer to meet the varied needs of the children, young people and families as outlined above. Our initial options are as below but we are also very interested in innovative solutions and ideas from potential providers.

**Potential Contract Details**

It is anticipated that the level of referrals will be around ten new cases a year, with an overall projected caseload by the end of the contract period of between 30 to 40 children.

The maximum funding available annually for this service is likely to be up to £320,000 p.a. for around 40 children and young people.

The number of hours of provision required per child or young person varies from a couple of hours a week up to as many as (in rare cases) 70 hours a week but 75% of the current cohort received 5 hours or less of care per week.

Patterns of demand vary too but there is notable demand for weekends and school holidays and overall allocations of hours are sometimes split over different days and times in a week.

Estimated contract start date: 1st April 2018

Estimated contract end date: 31st March 2021

Estimated contract period: Three years

**Commissioning Options Under Consideration**

There are a number of commissioning options that the Council is considering:

**Option 1** A sole provider with the responsibility for meeting the requirements of *all* the individual support packages referred to them across the City of Salford usually within the four week requirement. We are open to a sole provider delivering all care packages directly, or acting as a lead provider and subcontracting to other CQC registered providers to ensure there is enough resource to meet the need, whilst maintaining full responsibility for the quality and suitability of the subcontracted work

**Option 2** Joint or consortium arrangements,where one or m*o*re providers join together in an entity to act as a sole provider and coordinate referrals between them without the involvement of the Council.

**Option 3** Two (or more) providers, each having sole responsibility for all cases referred in from a defined geographical area of the City e.g. two providers, one taking all cases from the West of the City and the other taking all cases from the East.

**Option 4** A framework to include a number of providers, who bid for support packages via mini competition. This is the model that is currently utilised but we have found that there can be delays in commissioning packages for some more complex patterns of delivery as providers are not obligated to accept referrals. Therefore, this is not the preferred model, but we are open to hearing ideas about how these issues could be addressed.

This list is not exhaustive and we are open to considering other models of delivery than those listed above.

**Provider’s Response**

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| Organisation Name |  |
| Name of Person Completing Survey |  |
| Designation |  |
| Email |  |

**Option One – Sole Provider**

Would your organisation be interested in bidding for a Sole Provider contract? This is likely to include:

* Receiving and processing referrals and allocating provision to meet the child’s needs
* Potentially brokering in support from other organisations as subcontractors and being contractually obliged to meet the requirements of every package of need within a reasonable time frame i.e. a maximum of 4 weeks from the date of referral

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| Would you be interested in delivering a contract structured in this way? |
| Yes / No\* (please delete as applicable) |
| Please provide comments below (including an explanation of your response why the option is or isn’t an attractive or practical option) |
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**Option Two – a Joint or Consortium Arrangement**

Joint or consortium arrangements where one or more providers join together in an entity to act as a sole provider under the same requirements as option one above.

* Receiving and processing referrals and allocating provision to meet the child’s needs
* Being contractually obliged to meet the requirements of every package of need within a reasonable timeframe i.e. a maximum of 4 weeks from the date of referral

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| Would you be interested in delivering a contract structured in this way? |
| Yes / No\* (please delete as applicable) |
| Please provide comments below (including an explanation of your response why the option is or isn’t an attractive or practical option) |
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**Option Three – Sole Provider for a Defined Geographical Area of the City**

Two (or more) providers, each having sole responsibility for all cases referred in from a part of the City, e.g. two providers, one taking all cases from the West of the City and the other taking all cases from the East

* Receiving and processing referrals and allocating provision to meet the child’s needs
* Potentially brokering in support from other organisations as subcontractors and being contractually obliged to meet the requirements of every package of need within a reasonable time frame i.e. a maximum of 4 weeks from the date of referral

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| Would you be interested in delivering a contract structured in this way? |
| Yes / No\* (please delete as applicable) |
| Please provide comments below (including an explanation of your response why the option is or isn’t an attractive or practical option) |
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**Option Four – A Framework Arrangement**

A framework to include a number of providers, who bid for support packages via mini competition. There would be no guarantee of any referrals, and contracts for referrals would be awarded via a mini competition among providers who wished to bid for the work.

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| Would you be interested in delivering a contract structured in this way? |
| Yes / No\* (please delete as applicable) |
| Please provide comments below (including an explanation of your response why the option is or isn’t an attractive or practical option) |
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**Hourly Rate**

The Council is interested in receiving information about what Providers would consider a reasonable hourly rate for this contract. Please state the hourly rate (in pounds) that you would charge to deliver provision on this contract, including any variations for different times of provision / other variations in packages, bearing in mind the budget restrictions of the Council. Please note, this rate is for information purposes only and does not mean that there is a commitment from the Council to pay this amount.

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| --- | --- |
| **Description** | **Hourly Rate (£)** |
| Days |  |
| Evenings |  |
| Weekends |  |
| Bank Holiday |  |
| Other (please state) |  |

**Innovation and Proposals**

The Council is interested in exploring different provision models, as a move away from the traditional 1-2-1 Personal Assistant delivery. This could include supporting children in small groups of two or three children at a time. The varied hours and other requirements in relation to some packages have meant that it has sometimes been difficult to find a provider that can meet the needs of the client group. Consequently any innovative proposals to meet need that are different to the traditional way of doing things would be welcomed.

Please describe in the box below any proposals, options or ideas that you have to meet the above service, and/or any challenges you anticipate in delivering this service. This may include details of past experience you have of delivering similar services, or new ideas that you have to work in an innovative way to enable the market to meet the variety and complexity of demand in relation to this provision

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**PLEASE NOTE – this is a survey ONLY and there is no guarantee that there will be a competitive exercise as a result**

**Completed surveys should be returned through The Chest or emailed to** [**procurement@salford.gov.uk**](mailto:procurement@salford.gov.uk) **by no later than 20th November 2017. Thank you for completing the survey.**