

Appendix 3 - Soft Market Testing

Question	Supplier 1	Supplier 2	Supplier 3	Supplier 4	Supplier 5
Background and experience					
Please can tell us a bit more about your organisation and your experience and the types of service you currently provide? Please can tell us a bit more about your organisation and your experience and the types of service you currently provide?	A 5 bed semi-independent living unit. Caters for the needs of young people with additional needs. They operate seven days a week - 24 hours per day. Current case load of 35 young people for overnight and 15 during the day.	4 homes - 1 unregistered. Long-term home - 8 permanent beds + 1 short break bed. Provide overnight respite but not day centre support or community packages.	Large Jewish charity - not just for Jewish users. Overnight short break service. Mainly adult residential care with 3 family centres and nursery. Day centre support provided. No community packages. 45 children currently. Weekends / holidays most popular.	Overnight short breaks centre. Provide community packages and day centre support (the latter is a similar model to Haslemere). Centres in Hampshire, Bristol, Midlands.	Children's Hospice. Currently building a residential service. Short breaks are provided by community packages (Family Link model). They offer specialist play service/specialist carer service/ sibling support programmes
Where do you currently deliver services and who commissions them?	Barking, Essex. Combination of Personal Budgets and LA commissioning.	Leytonstone, Bushwood. They are commissioned by Harrow, Hackney, Islington and Barking and Dagenham.	Haringey, Westminster, Barnet, Enfield, Harrow, Kensington & Chelsea, Redbridge	Local authorities (Hackney, Islington, Camden, Waltham Forest) and personal budgets (only a small %) from parents	Barnet, Haringey, Camden.
What status does your organisation have? (Charity/Private Sector etc.)	They are a private sector organisation.	Private sector	Charity (if option is for block contract, the charity cannot contribute to the deficit)	Small to medium charity	Charity - voluntary sector.
What age group do you cater for?	8 – 18 year olds	0-18 years	0 - 19 and 1/2 as part of their Statement of Purpose, but registered up to 25	0 - 25 years	0 - 18 years
What level of needs do you currently meet? (In terms of both physical and behavioural)	Challenging behaviours, learning disabilities, multiple disability, developmental delay and autism. Offer support from 1:1 to 3:1 (professional:young person)	Learning disabilities and challenging behaviours. No physical disabilities as house cannot be adapted. If the house has alterations they are willing to expand their practices.	Complex health needs, wheelchair users, challenging behaviours	Across the board - both physical and behavioural	Life limiting / threatening conditions. - physical disability
Service Provision					
What services would you be able to offer our clients?	Individualised activity schedule for each child's activity, outcomes tracker which monitors the child's development, levels of distress and identifies trends (i.e. in behaviour). Looking to expand to High Complex Needs from August 2016.	Home for full time occupants and short breaks. Transport, activities, behaviour support work	Similar to what it is currently offered by Haslemere. Also, can use the centre more broadly and not only the timings it currently operates.	All that Haslemere currently offers. Any other activities to fill up the closed days. Family groups programmes and programmes for young people (i.e. after school clubs).	
What type of activities would you offer?	Local community activities, travel training, independent living skills, Easter Egg Hunt.	Trampoline clubs, swimming, travel training, bowling	Whatever is currently being offered, i.e. keep the services that are currently being offered at Haslemere.	Similar activities to Haslemere. Any to meet the needs of the children. Person centred planning.	Play specialism - they are about to advertise for a creative therapist. - volunteer support, peer to peer programmes and sibling group activities.

How would you manage demand effectively to ensure full use of the resource, given that weekends are likely to be most popular?	Parents have the option to book online. Partnership working with parents. Staffing electronic systems are currently used to see shifts over the month. Financial budgets are monitored for each client and the budgets are increased for activities.	Don't currently do weekends only, the provision is spread out across the week so weekends are not as challenging.	Booking systems. Request letters to parents sent every quarter and bookings are allocated accordingly. Have regard to have children/ young people in the centre that fit together and get along.	Early planning, staffing model, advance bookings, encouraging parent to choose different days. They have both Core staff and flexible staff.	
Quality and Assurance					
Are you registered with CQC and/or OFSTED? What are your quality ratings?	Currently registering for CQC. A full Ofsted inspection was undertaken in September 2015 and a good rating was awarded.	Ofsted rating of outstanding. CQC not required for children's service; only for adult units.	CQC registered. Ofsted rating - good (last year)	CQC registered. Chelsea ofsted rating was good; early years in the West Midlands was outstanding.	CQC registered. Not Ofsted.
How would you meet the health needs of children with complex disabilities?	Developing their service to meet the needs of high complex needs children (i.e. those with PMLD).	Outcome focused support plan Manager read these plans, attend team meetings and the plans are updated as required.	Any training to suit the needs of the children i.e. tube feeding, Epipen training. Anything permitted with insurance cover. For more complex needs a nurse is required.	Work closely with community health workers. Training HCA for feeding, stoma care.....HIT squad do training for each child's needs.	
What is the skill set of your team?	Social workers, 24hr support staff, Residential Support Workers, Operations Managers, Registered Manager (NVQL5). All staff are currently qualified at Level 3 or are undergoing qualification.	All staff have at least level 3 diploma or higher. Autism level 3. Some are on level 4 or 5.	All staff (including casual staff) must have at least Level 3 QCF.	Depends on the centre. At least level 3 NVQ. Coaching developments, E-learning, online training (i.e. safeguarding) face-to-face first aid training, makaton. These are supplemented by coaching and development by managers and refresher training every 2-3 yrs.	
What training do you offer staff to ensure they are competent for their position, especially in relation to clinically delegated tasks?	All staff members must attend an external restraint training programme ('CALM') and they are assessed on this each year ('CALM' is the nationally recognised de-escalation training programme). Also, all staff undergo 32 courses as part of their Induction.	Staff attend 25 - 30 annual training sessions (i.e. FGM, sexual exploitation).	E-learning courses. Classroom based training. Training courses included safeguarding, fire safety, data protection....	Training Packages on Safeguarding, First Aid, other.	
Cost/Business					
How do you cost your current packages?	Hourly	Standard flat rate. Night rate packages.	Per night. Hourly rate for daycare.	Typically by hourly rate. Depends on Local Authority commissioning	Depends on the services offered.
What is the cost per package?	1:1 = £24.50 per hour, 2:1 = £44 per hour	£420 a night for short breaks (transport included). £2500 per week for long-term.	Standard rate £461 per night (24 h). Additional health needs - £470. 1:1 - £25.60 per hour. 2:1 - £51.20 per hour.	General hourly rates are around £20 -22 for 1:1; and around £40-£44 for 2:1	