

**SOFT MARKET TESTING EXERCISE**

**Closing date for submission of response**

**12:00hrs (NOON) Thursday 8th August 2024**

**This Soft Market Testing exercise forms part of research around the future commissioning options for the service.**

**It is purely investigatory in nature, although it may be used to assist the Council in defining both how viable it is as a proposition and a potential preferred procurement route to advance this programme (which may include a competitive tender Process).**

**Providing a response will not preclude your participation in any future procurement exercise.**

**Introduction**

Birmingham City Council is seeking expressions of interest to inform commissioners of the provider landscape to aid understanding of the market and to help identify suitable providers to deliver Mediation Services for Social Housing Tenants and Housing Options as part of its overall approach in resolving homelessness and anti-social behaviour.

**Key Details of the Housing Mediation Services (Both Services)**

Financial Envelope: The estimated core contract value for the proposed Mediation Services is £175k per year.

Contract Duration: Subject to confirmation, the contract is expected to be for a minimum period of 3 years.

Estimated caseload: 30 per calendar month

**Provider Requirements for Housing Mediation Service (Both Services)**

**Provider Turnover**

The prospective Mediation Service Provider will be expected to have a turnover of a least £350k per year.

**Experience**

Evidence of two to five years of delivering Mediation Services in the Housing or related sector will be required.

**Service Requirements**

Birmingham City Council requires a **single** supplier for the provision of

* Mediation Services for Social Housing Tenants as part of its overall approach in resolving non crime related Anti-Social Behaviour complaints, neighbour disputes, and breaches of the Conditions of Tenancy.
* Mediation Services for Housing Options customers as part of its overall approach in preventing homelessness, by resolving family disputes and preventing family and friend exclusion from accommodation and working with landlords to resolve non crime related Anti-social Behaviour complaints and breached of Conditions of Tenancy.

**Requirements for Mediation Service for Social Housing Tenants**

To provide a Mediation Service for Social Housing Tenants to resolve neighbour disputes. This will include making contact with both parties to provide initial information relating to the service and understanding what they wish to achieve through this process, ideally undertaken in their home. This is then followed up with a Mediation session with both parties, including the opportunity for shuttle mediation, using different platforms including face to face.

**Requirements for Mediation Service for Housing Options Tenants**

To provide a Mediation Service for Housing Options customers to resolve disputes that potentially may lead to customers being evicted from their home. This will include making contact with both parties to provide initial information relating to the service and understanding what they wish to achieve through this process, ideally undertaken in their home. This is then followed up with a Mediation session with both parties, including the opportunity for shuttle mediation, using different platforms including face to face.

The services needs to be fully confidential and compliant with the (GDPR) General Data Protection Regulations 2018. Information should be available to the Council with regards to progress and planned visits. The end to end process for Mediation should be completed within 6-8 weeks upon receipt of signed consent forms.

For both services, the provider will need to ensure the service delivers the below key elements:

* Covers whole of Birmingham City Council boundaries
* Provide monthly performance updates regarding referrals (type of cases, status of referrals, number of visits completed/attempted/cancelled, number of Mediation sessions attempted/completed/cancelled, area including ward, referring team and officer)
* Upon successful closure provide a copy of the signed Mediation Agreement to the referring officer
* Upon unsuccessful closure provide detail of the reasons for failure to complete Mediation
* Provide monthly, quarterly and yearly statistics on outcomes, visits, and sessions
* Provide information directly on the internet for Social Housing and housing options tenants relating to the Mediation service and its benefits
* Train a cohort of tenants who go through the process to become mediators
* Play a key role in sustaining tenancies

***Expressions of Interest Questionnaire***

Birmingham City Council is looking for informal expressions of interest on the above mentioned services. At this stage to establish the level of market interest. Please click on the link below to complete the expression of interest form on MS Forms

[https://forms.office.com/Pages/DesignPageV2.aspx?subpage=design&FormId=Z86aaeTSzUuzA9K74rm78WuyxpStM-1Jqx-Wa2ZbnKJUNlNSQU5CSUYyR0tOQlFZNUlERE1XNzRTQi4u&Token=d055370a71884854b33b961559970ec8](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2FPages%2FDesignPageV2.aspx%3Fsubpage%3Ddesign%26FormId%3DZ86aaeTSzUuzA9K74rm78WuyxpStM-1Jqx-Wa2ZbnKJUNlNSQU5CSUYyR0tOQlFZNUlERE1XNzRTQi4u%26Token%3Dd055370a71884854b33b961559970ec8&data=05%7C02%7CSandra.Asiedu%40birmingham.gov.uk%7Cfea72e226b6746d2a30608dcacb8e5f1%7C699ace67d2e44bcdb303d2bbe2b9bbf1%7C0%7C0%7C638575157332136868%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Q%2BcJPwFk91MF693zvyexnMpIBIGADdPyFCpxLvhvYf4%3D&reserved=0)

**E-Tendering System**

The Soft Market Test (SMT) exercise is being issued via the Council’s e-tendering system, In-tend, with a link to an MS Form questionnaire. Interested organisations are requested to complete and submit the questionnaire using the link provided.

Responses from the questionnaire will only be made available to the relevant officers and/or their advisers in respect of this SMT exercise.

The ‘In-tend’ system is secure and free to use for organisations. If you have any questions on how to use this web site please contact the CPS Help Desk email cps@birmingham.gov.uk.

**Communications**

All formal communications (including, but not limited to clarifications) to the Council are to be made in writing using the Council’s e-tendering system In-tend.

**Confidentiality**

All information supplied by the Council in connection with this SMT exercise shall be regarded as confidential by the organisation (except that such information may as is necessary be disclosed for the purpose of obtaining information necessary for the preparation of the response).

All responses will be kept in confidence but may be taken into consideration by the Council.