



Service Delivery Feedback Facilitation Tender 2024

Housing Association for Integrated Living Ltd (HAIL) invites a suitability qualified individual, agency or organisation with focus group facilitation experience to assist HAIL in:

- Providing professional advice, expertise and practical assistance to HAIL in reviewing the scope of work for the facilitation of 3 focus groups and 1 Journey Mapping exercise.
- Develop and Facilitate Focus Groups for internal stakeholders (ie. Tenants and Staff).
- Issue Report on findings and recommendations falling out of Focus Groups.

1. Background

HAIL is an Approved Housing Body with over 470 properties mainly in the Greater Dublin area.

HAIL's purpose is to provide the key to independent living by providing housing and support services to those experiencing significant and enduring mental health difficulties, enabling them to live independently and fully integrated into their communities.

Our Vision is to drive excellence in mental health housing support and be the partner of choice for delivering integrated independent living in communities across Ireland.

Our Values

- **Trust:** Our relationships are built on trust. We work closely with our stakeholders, clients and tenants to achieve the best possible outcomes.
- **Respect:** We work towards creating an equitable society where all are treated with respect and dignity. We listen with open hearts and open minds as we believe everyone's voice has a right to be heard and respected.
- **Leadership:** We are leaders in delivering our vision and purpose, courageously and responsibly providing homes and supporting those living with mental health challenges.

What we do:

- Property and Estate Management
- Tenancy sustainment support to approximately 70% of our tenants who have mental health difficulties and also to other clients referred to us who are not HAIL tenants. Approx. 30% of our tenants are general needs.
- Housing Development

2. Context

HAIL operates within a multi-faceted national policy and strategy context. As an Approved Housing Body we work under social housing policy and our focus on mental health means that mental health policy is also very relevant to us.

Key policy documents include:

- National Housing Strategy for Disabled People 2022 – 2027;
- Housing for All, A New Housing Plan for Ireland;
- Sharing the Vision, A Mental Health Policy for Everyone;
- Housing Regulation Standards - AHBRA.
- HAIL's Strategic Plan 2024 – 2028
- Tenant Engagement Strategy 2021 - 2024

HAIL launched their new Strategic Plan in 2024 and are currently aligning all Strategies to underpin HAIL new pillars of People, Excellence, Growth and Partnerships.

To this effect, HAIL are looking to receive tenants and staff perspectives in the following areas:

1. Feedback on HAIL's current Tenant Engagement Strategy and possible future outputs x 2 (1 x staff/peer volunteers & 1 x tenant).
2. HAIL's response repair service and any improvements/recommendations.
3. To complete Journey Mapping exercise in the following areas; rent and arrears process, Tenant Experience in HAIL, HAIL's Tenancy Sustainment Service and HAIL's allocation process.

It is envisaged that a report inclusive of findings and recommendations is then issued to HAIL from each of the above focus groups and journey mapping exercise in order to feed back into key Strategies, Policies and Service Delivery areas.

3. Timeframe and Process

It is envisaged that the successful tenderer will undertake/produce the following outputs during the period mid-June 2024 to end of August 2024:

- Examine the environment we work in capturing the challenge's and risks;
- Establish format/questions in agreement with Head of Housing & Property Management for each focus group.
- Establish journey mapping format in agreement with Head of Housing & Property Management to ensure key areas as above are mapped.
- Lead and facilitate focus groups with Staff, Tenants and Peer Volunteers (as stipulated above).
- Draft and finalise report on findings of each focus group and journey mapping exercise, inclusive of any recommendations, key risk areas or any challenges being clearly identified within report.
- Present findings to Extended Management Team/Leadership Team and possibly Board.

Your tender should specify if there are areas that are linked and can be completed concurrently.

4. Tender Specifications

Outline your approach to and how you will address the following:

- Be up to date and familiar with HAIL and the environment we work in;
- Lead on and facilitate the contribution and participation of the Tenants, Staff, Peers Volunteers;
- Review and analyse results of the consultation process;
- Develop a report setting out any findings. This should identify our strengths and weaknesses, have an action plan to improve;

5. Skills and Expertise

Tenderers are requested to demonstrate:

- a good knowledge and familiarity with the environment we work in;
- appropriate experience and knowledge of social housing and mental health;
- competence in policy and strategy reviews, development, consultation, and evaluation;
- proven facilitation, communication, and report writing skills;
- ability to complete the work within the agreed timeframe.

6. Format of Tenders

Each tender document should include the following:

- Proposed statement of costs (ex VAT).
A single amount that includes all costs and expenses.
- Proposed approach, methodology and work plan for delivery of all areas;

- Profile of those to work on this project with detailed CVs;
- Two previous clients who may be contacted for references in connection with the proposed contract, together with an indication of the relevance of the work done for those clients to the subject matter of this tender. It is assumed that permission to contact the client is provided unless this is expressly stated otherwise;
- Confirmation of Tax Clearance.

7. Preparation Costs

HAIL will not be liable in respect of any costs incurred by tenderers in the preparation of this tender or any associated work effort.

8. Closing date for submission of tenders

The closing date for receipt of tenders is **5pm on 24th May 2024**. Tenders should be returned to eimear@hail.ie and copied to housingandproperty@hail.ie.

9. Presentations

Tenderers may be required to make a presentation. An invitation to make a presentation is not an indication that a contract has been awarded.

10. The lowest tender or any tender may not be accepted

The issue of this RFT does not imply that the lowest tender or any tender will be accepted.

11. Budget

The budget available for the total of this project will be €3,000 (incl. VAT and expenses).

Please clearly outline all fees as stipulated above. The contract will be awarded based on a fixed price contract, and as such, all costs must be quoted (and indicated) as a fixed price. The successful applicant is expected to work within budget and report regularly on budgetary issues.