

***Invitation to Tender for Home improvement services: improving and expanding the current offer of support***

***Clarification Questions***

Thank you for all your clarification questions. Please see the answers below. The link to the invitation to tender (ITT) can be found [here](#).

The deadline for submissions is **5pm 13 May 2025**.

**1. The spec illustrates real certainty around what is needed. How did you get to this point/what work was done prior?**

We are dedicated to producing robust evidence that outlines the extent of the problem and provides solutions and learning as to what works in improving the quality of not only older people's housing but housing for all.

The contract scope reflects certainty on what is needed because we have developed a deep understanding of what works through our [commissioned research](#), the testing of a Good Home Hub in practice ([Good Home Lincs](#)) and engagement with our [Good Home Network](#) members.

**2. Regarding Output (2) Product – to what level of completion would the awarded bidder be expected to deliver this product? For example, would wireframes with draft text be sufficient, or would the bidder be expected to provide design and development services if the tool were digital (e.g. a web-based tool such as the Lincolnshire Healthy Homes Assessment example provided)?**

The level of completion that we would expect for 2.3 (Product: Healthy home assessment tool) is dependent on the skills, expertise and resources that the successful bidder has.

The purpose of the product is to allow local practitioners to adapt and implement the tool into their own service delivery. As such, a minimum expectation would be wireframes with draft text designed as a blueprint for digital service development.

We would expect the text to incorporate the content of the healthy home assessment tool and the blueprint to demonstrate how the product can be designed for digital development. We would like to explore with the successful bidder as to what is possible within the remit of this tender and as such, would welcome your ideas regarding this output.

**3. Do you have any pre-existing digital frameworks or pay for any services as a company within which the Assessment tool that you would like it to plug into or do you envision it to be a standalone website or app?**

We do not have any pre-existing digital frameworks or pre—paid for services that we wish for the assessment tool to be plugged into.

At the very minimum, we would envisage a tool that could be incorporated into existing websites or apps. If you have examples of digital tools that you have developed for other providers, we encourage you to add information and/or a link to it within the tender submission.

**4. Can you explain your vision for the digital tool a bit more? We note the example linked in the spec - which looks more like a survey-style tool - is this what you're imagining?**

The example that we have provided has been created by our strategic partners in Lincolnshire as part of their Good Home Lincs service.

We are envisioning something for residents and public-facing staff to use based on questions they answer when using the tool. An online survey style tool that would help navigate residents to potential solutions or diagnoses of problems in their home is what we are looking for.

If you have other thoughts as to how this could work, please detail this in your submission.

**5. Please could you clarify who are the practitioners referred to in question one?**

The primary audiences for this work are decision-makers and practitioners operating at local level to reduce the number of non-decent and poor-quality homes in their area.

This could mean staff and commissioners working in local authorities across England; but also, stakeholders working in home improvement agencies outside the sole remit of local authority services.

The successful bidder will be supported by the Centre for Ageing Better to create a co-production and testing group with members from our [Good Home Network](#).

This network is comprised of staff from public health, housing and homelessness, private sector housing, strategy, DFG and beyond.

**6. Do you expect the co-production to take place in person or online? Would there be a travel budget or should all costs be inclusive of the overall budget advertised? You mention it will be your responsibility to co-ordinate that work.**

We expect co-production to take place online as members will be based in different parts of England.

Our Good Home Network sessions run online and as such, members of the group are already comfortable and familiar with this mode of engagement.

It will be the responsibility of the Centre for Ageing Better to co-ordinate the group and we will:

- Develop, co-ordinate and facilitate all engagement sessions with our co-production and testing group
- We will also attend each meeting to contribute relevant and helpful insights including scene setting and guidance on what we are looking to achieve
- We will provide all relevant materials that we have collated including evidence, wider reports and other pieces of work we are conducting to ensure that our wider work is feeding into the development of these tools

All costs should be inclusive of the overall budget advertised.

**7. Co-production/testing group - What is the make-up of this? I.e. who are the participants? What level/role? Are they 'ready to go' and keen to participate in this piece of work?**

The co-production and testing group will consist of stakeholders from our [Good Home Network](#). This network is comprised of staff from public health, housing and homelessness, private sector housing, strategy, DFG and beyond. Roles vary from officer level to senior service leads.

As part of our [Good Home Hub](#) portfolio, we have engaged with network members to understand their appetite for tools and products that can be used at local level.

We have conducted some 'soft' recruitment and are aware of a few stakeholders who are keen to test and explore the tools we create.

Where members are not able to directly test products, we will still seek their advice, feedback and input and put a call out to wider Good Home Network members for support.

Over the next six weeks, our team will conduct proactive recruitment activities to get the group 'ready to go'.

**8. The timeframe of 6 months is indeed rather tight for a meaningful co-production process to take place. Is there any flexibility or are you working to a delivery date?**

Whilst there is some flexibility, we would like the successful bidder to keep as close to the outlined timelines as possible. If you believe the timings of the contract to be unrealistic for meaningful co-production, we will expect to see a timeframe based on what you feel to be realistic with justifications as to why.

**9. Can you tell us a bit more about the needs assessment - what is the ask? Is it an actual needs assessment or a template?**

Our key objective for the private sector needs assessment is that it acts as a tool to guide local practitioners in a data gathering exercise to understand the current and projected landscape of poor-quality housing in their areas.

We are open to suggestions as to what this can incorporate (including national and regional datasets). It is anticipated that the specific output will be a template that local practitioners can use to gather evidence.

**10. We were unclear about the implications of 'Also note that Ageing Better will separately pay for the design costs to produce publishable versions of the materials' - does this mean the final design phase is done by another org as we have some design skills and assume some design will take place within the project.**

**Also is it within the 6-month timeline and what is the budget for that etc.?**

At the Centre for Ageing Better, our general practice has been to commission separate design specialists to produce publishable versions of the output materials generated through the commissioned work.

For example, a lot of our commissions involve research and evaluations. Once the reports have been agreed and finalised, the Centre for Ageing Better will separately pay for design costs for the final external facing output.

The usual cost for this is £3k inclusive of VAT.

This design work would be expected to happen outside of the 6-month contract (if all outputs are packaged in one go). If you have design experience, we will welcome you going into further detail in your tender submission and providing examples of your work as appendices.

***End***