



Livv Housing Group

Bistro Operator Opportunity Crawford Gardens

About Livv Housing Group

Crawford Gardens is owned and managed by Livv Housing Group. Livv are an independent housing association, providing affordable, quality homes for around 25,000 people, through 13,000 properties in Knowsley, Merseyside.

Our purpose is to unlock potential and give people and communities opportunities to flourish. Livv stands for an unwavering commitment to serving local communities, by forging strong partnerships, pioneering new ways of working and building a highly skilled, steadfast team to deliver ambitious strategies.

About Crawford Gardens

Crawford Gardens is located at Alamein Road, Huyton, L36 7ZB.

Crawford Gardens is an Extra Care Scheme containing 101 apartments, for older people or those with additional needs. The apartments and facilities are arranged over three floors with lifts serving upper floors. There are:

- 38 two-bedroom apartments
- 33 one-bedroom plus apartments, (which include a small 2nd bedroom / dining room)
- 30 spacious one-bedroom apartments
- 21 shared ownership two-bedroom apartments.

7 of the ground floor apartments located at one end of the scheme have been specifically designed to assist in providing care to customers with early onset of dementia, particularly targeted at supporting informal carers / partners of dementia sufferers. A separate ground floor entrance and communal lounge area with staff facilities is in this area with layouts, fixtures, and fittings all to assist with early onset dementia care.

The Scheme has a Bistro facility, multiple use areas, hairdresser & therapy facilities, assisted and pamper bathing rooms, en-suite guest bedroom, laundry facilities and an attractive landscaped courtyard garden. The scheme is designed to be dementia friendly throughout.

Crawford Gardens is currently staffed by Customer Liaison Officer, (job share), Monday to Friday with core hours between 9am and 4.30pm whose role is to be the first point of contact to resident customers, support visitors and contractors when at the site, and liaise with external support agencies to ensure customers receive the right support.

There is a caretaker on-site between 9am and 5pm Monday to Friday whose role is to undertake general upkeep, low level repairs and safety checks.

CIC are a Care provider and are on-site 24 hours a day, 7 days a week to support customers who have care packages. Customer Liaison Officers work closely with CIC providing a fluid supportive approach for customers.

The Surrounding Area

Crawford Gardens is situated in a residential housing estate, close to public transport, health services and local green spaces and is approximately half a mile from the town centre. The area is well cared for but is not without its challenges. There are low levels of educational attainment and employment compared with national averages and health inequality is prevalent.

The Bistro Space

The Bistro is located on the ground floor. It has a fully fitted kitchen, a 40-cover restaurant, and a soft seating area. The Bistro is available for the public to use. The kitchen area is secured with electronic fob access which can be locked down to catering and essential staff only.

The kitchen is fitted with separate utility meters and all bills should be paid by the caterer. The utilities in the restaurant and soft seating area will be picked up by the landlord.

The fixed kitchen equipment and the loose furniture arrangements are included. The layouts are fixed and cannot be changed without prior agreement.

There is a dry store and a staff changing area with a shower and a toilet.



Customer Voice

We asked our customers at Crawford Gardens what they would like the offer to be. We wrote to customers inviting responses and held a consultation event. We received 25 written responses and 18 customers attended the consultation event.

Customers told us that they would like to see:

Food Offer

Breakfast: Full breakfast options, including vegetarian and lighter options including drinks and toast.

Lunch: Full meals (hot and cold) and light bites (hot and cold). Healthy options and options that catered for dietary preferences and requirements.

Morning and Afternoon: Coffee, tea with cakes and biscuits

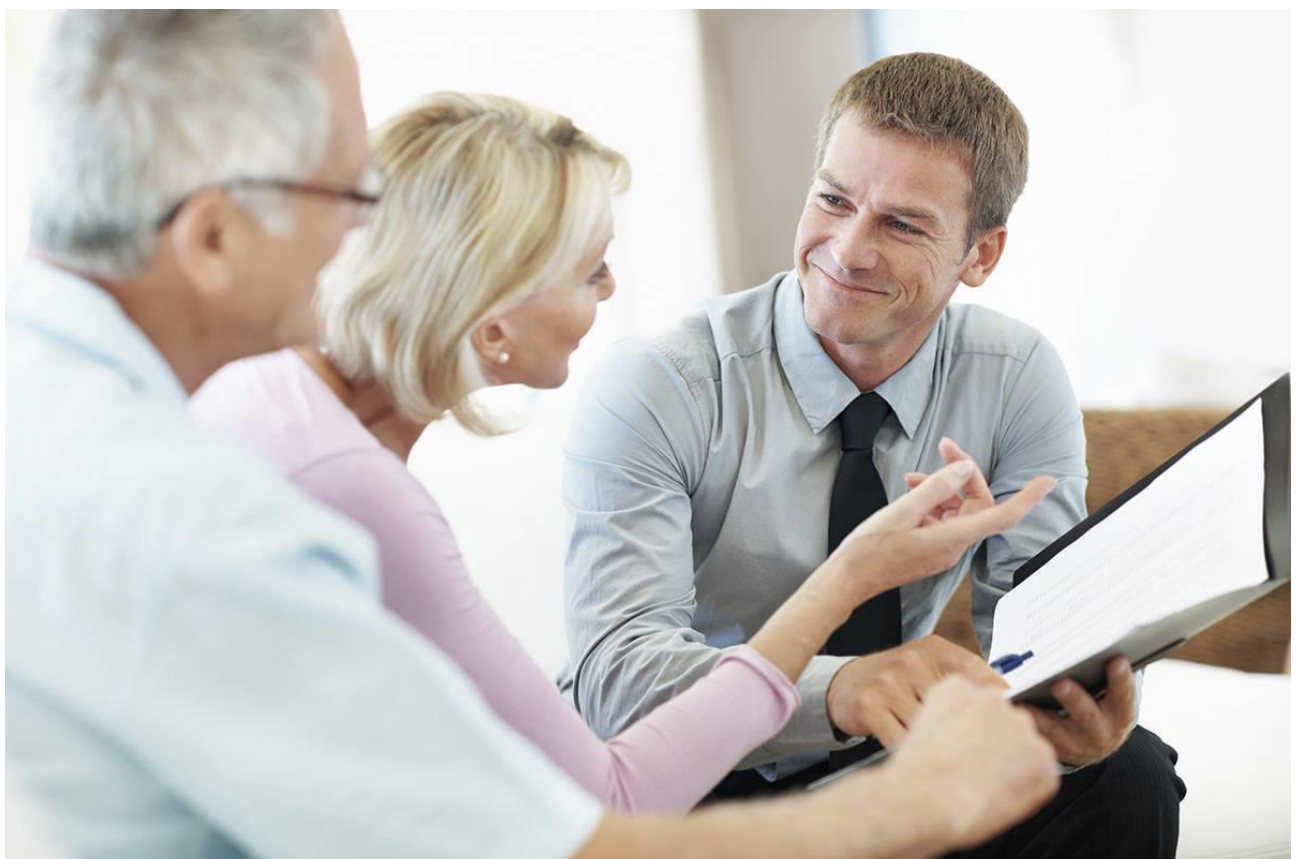
Evening Meals: Fewer customers (16) said they would like evening meals. However, some expressed wishes to buy meals to take-away and re-heat.

When

A minimum of 3 days per week

Events and Activities

Customers wanted to see 'more than food' with ideas for themed food-based events and other activities that promoted interaction or provided entertainment. Ideas included Gala Days, Ladies Day, 'fish and chip' Fridays, quizzes, and Christmas celebrations.



The Opportunity

This opportunity is to operate the Bistro at Crawford Gardens. This document sets out the criteria that Livv Housing Group will review your proposals against in selecting an operator and gives guidance on both the matters of interest and the weight given to them.

Submission Timetable

The process will follow the milestones set out below.

Stage	Date
Advertisement of opportunity	7 September 2022
Deadline to register to attend the 'Meet Livv Event'	23 September 2022
Meet Livv Event (Opportunity to meet Livv, and view the facility)	30 September 2022
Submission deadline	21 October 2022
Invitation for Panel Interview	28 October 2022
Interviews	4 November 2022
Successful operator selected and informed	11 November 2022

The selection of the successful operator will be through a panel of Livv Housing Group staff supported by customer representatives. This panel will utilise scoring of submissions, (with the criteria and associated weightings provided in this document), the interview and further discussion with potential operators to inform their decision making.

Submission Assessment Criteria

A Key Criteria

A1. Food Offer

The food offer must compare favourably to the quality of the catering on the high street NOT care industry providers. The expectations of our customers are high, and they know what good food and service tastes and feels like.

- 1.1 We would like to understand the menu(s) that you are proposing. Please set out as a sample menu through a typical trading week with prices.
- 1.2 We would like to see a food and beverage offer that supports the wellness of customers and is inclusive to different food preferences and dietary requirements. Please outline how your offer would support this.
- 1.3 If you have previous experience of trading in food and beverage, please briefly outline this including the type of establishment/activity, turnover, and dates that you were operating.

A2. Purpose and Approach

Livv Housing Group is a purpose driven organisation. We are keen to forge strong partnerships with individuals and organisations that are aligned to our values.

The Bistro is set in the heart of the community. It is important that the needs, views and aspirations of residents and the wider community are heard, and that potential opportunities to work alongside customers, Livv staff and other partners are maximised.

- 2.1 Please set out your purpose for wanting to operate the Bistro including your aspiration and the standards you want to achieve for the Bistro.
- 2.2 Please detail if your business is a social enterprise, including its designation and detail your social objectives.
- 2.3 Please outline how you would work with others to shape and develop your offer.

A3. Financial Viability

We need to ensure that your plans are financially viable and sustainable, with the ability to generate adequate income to meet operating costs and maintain high levels of service.

- 3.1 Please set out your financial plan. It must include:

- Profit and loss
- Cash flow forecast for two years from October 2022
- Your proposals for rent setting*

*We are flexible in our approach to rent setting over time as our priority is to attract a provider who can offer a quality and sustainable service. Options may include profit share or flexible rent.

A4. Customer Experience

Food can be a universal conduit to providing pleasurable and social experiences for customers. Enjoying a quality meal can provide social opportunities and variety to a customer's day. The Bistro should be a place that residents and the wider community can enjoy alone or together with friends in an atmosphere where the food and service needs are catered for with authentic care. It is about having an experience which is memorable, life enhancing and fun. We would like to see an offer that provides as much as possible for our customers and the wider community, making the space accessible to the greatest number of customers and participants.

- 4.1 Please set out your proposed trading hours and the offer provided within each part of those trading hours (should the offer vary at different parts of the day or days of the week).
- 4.2 Please set out your operational principles for customers, (for both eat in and take-away/delivery) if offered. Walk us through how customers will place orders, pay, and receive their food. Please outline the service standards and experience customers can expect from your full operation.
- 4.3 Please outline your staffing structure for the Bistro and the skills, experiences, and attitudes that your staff will bring.

B Social Outcomes

At Livv our objective is to work alongside our customers and partners to be the provider of choice for great homes and much more. Support for education, skills, employability, health equality, social inclusion and financial independence are all vital parts of our core business. The Bistro provides an opportunity to create social outcomes for both residents, visitors, and the wider community. We would like to see an offer that maximises social outcomes.

B1. People are more connected and less socially isolated

The Bistro provides a key opportunity to support residents and the wider community to be more connected and less socially isolated.

- 1.1 Please outline how you would seek to support this outcome. Include an example schedule of the events, activities, or initiatives you would deliver. Outline any expertise or experience you have in that is relevant to this outcome.

B2. People have improved health and wellbeing

The Bistro provides a key opportunity to support residents and the wider community to improve the health and mental wellbeing.

- 2.1 Please outline how you would seek to support this outcome. Include examples of the approach and or initiatives you would deliver. Outline any expertise or experience you have in that is relevant to this outcome.

B3. Other social outcomes

3.1 The Bistro provides opportunities to support further social outcomes such as contributing to education, employment, and training.

Please outline any other social outcomes that you would seek to achieve through your operation of the Bistro.

B4. Environment

At Livv we are committed to minimising our impact on the environment, reducing carbon, and promoting sustainability within our homes and wider assets.

4.1 Please outline your approach to minimising environmental impact and promoting sustainability.

Tender Scoring Matrix

Overall	Criteria	Weighting	Element	Weighting
Key Criteria 75%	Food offer (A1)	20%	Menu quality	10%
			Wellness and inclusivity	5%
			Previous experience	5%
	Financial viability (A2)	20%	Business Plan	20%
	Purpose (A3)	15%	Purpose	5%
			Social Enterprise	5%
			Working Together	5%
	Customer experience (A4)	20%	Trading hours	10%
			Operating principles	5%
			Staffing	5%
Social Outcomes 25%	People are more connected and less socially isolated (B1)	10%		
	People have improved health and wellbeing (B2)	5%		
	Other social outcomes (B3)	5%		
	Environment (B4)	5%		

Scoring Assessment

Score		Definition
Excellent	5	Response is supported by excellent examples and detailed information. Response demonstrates technical ability, sufficiency, and experience. Response inspires confidence.
Good	4	Response is supported by good examples and relevant information. Response demonstrates technical ability, sufficiency, and experience. Provides a good level of confidence.
Satisfactory	3	Response is acceptable and provides minimum requirements that could have been expanded on. Provides a satisfactory level of confidence.
Weak	2	Response partially satisfies the requirements, omissions or a lack of information is apparent. Not sufficient in breadth or quality of example. Provides a limited level of confidence.
Inadequate	1	Response does not provide sufficient breadth or relevant information. Provides a very low level of confidence.
Unsatisfactory	0	No response or response does not provide any relevant information or answer the question. Does not provide any confidence

To register to attend the 'Meet Livv' event please email fiona.mather@livvhousinggroup.com by 23rd September.

Submissions should be made in a PDF format by 21st October to fiona.mather@livvhousinggroup.com