

TORBAY COUNCIL

Part 4 Award Questionnaire

Contract Reference

TCS1720

Contract Title

Residential Placements Partner

Maximum Period of Contract

Ten Years

Return Date

27 July 2020

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Stage Two – Award

Section A. Lots

This section is for information purposes and must be completed by all Applicants

This Contract is being divided up into three Lots, as follows:

Lot One:

- (a) A single Provider to deliver care in a residential setting. The provision of placements up to twelve weeks to children and young people who are on the edge of care; and
- (b) A single Provider to deliver care in a residential setting. A single Provider to deliver the provision of short term and long term placements to children and young people who are looked after.

Lot Two:

A single Provider to deliver care in a residential setting. The provision of placements up to twelve weeks to children and young people who are on the edge of care.

Lot Three:

A single Provider to deliver care in a residential setting. A single Provider to deliver the provision of short term and long term placements to children and young people who are looked after.

Applicants may submit tenders for one, two or all three Lots:

Applicants are not limited to the number of Lots they apply for or the number of Lots they may be awarded.

All Lots will be evaluated separately.

Please refer to Section 2.4, Part 1 Information for further details on the division of the Contract into Lots.

Lots	Response
Please confirm which Lot(s) you are submitting a bid for (delete in the "response" column those Lots for which you are not submitting a bid)	Lot One Lot Two Lot Three

Section B. Pass / Fail Criteria – Applicable to All Lots

The questions within this section shall be assessed on the basis of pass or fail.

Where an Applicant responds Yes this will be deemed a pass and where the Applicant responds No this will be deemed a fail. Any Applicant who fails one or more of these requirements will be deemed to have failed this section entirely, their bid will not be evaluated further and they will be notified accordingly.

Question Number	Questions	Response
1	Please confirm you have the necessary Safeguarding policies and procedures in place to comply with your legal obligations, that these are in line with Torbay Council Safeguarding policies (https://torbaychildcare.proceduresonline.com/) and that you will be able to provide these to the Council upon request.	Yes / No
2	Please confirm that you have the appropriate processes in place to ensure all staff who will be working on the Contract will have an up to date DBS check to the required and that you will be able to provide the Council with evidence of this upon request.	Yes / No
3	Please confirm that you have the necessary policies, procedures and systems in place to comply with OFSTED registration requirements and that you will be able to provide the Council with evidence of this upon request.	Yes / No
4	Please confirm that you have a robust and up to date organisational business continuity plan in place, which takes into account changes in the ways services could be delivered as a result of the COVID-19 pandemic. The successful Applicant(s) will be required to provide a copy of their business plan for inclusion within the Contract.	Yes / No
5	Please confirm that you have the necessary policies, procedures and systems in place to comply with you obligations under Data Protection legislation. You will be required to provide this information as part of your response to Method Statement C1.8, C2.8 and/or C3.8.	Yes / No
6	Please confirm that you have the necessary Health and Safety policies and procedures in place to comply with your legal obligations and that you will be able to provide these to the Council upon request.	Yes / No

Section C. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the page limit that has been set.

Please Note: Whist all of the Method Statements are set out in this document Applicants are required to provide their response as follows:

- Lot One – complete and submit Part 4A Lot One Method Statement Response
- Lot Two – complete and submit Part 4B Lot Two Method Statement Response
- Lot Three – complete and submit Part 4C Lot Three Method Statement Response

Section C1. Method Statements Applicable to Lot One

C1.1 Implementation and Mobilisation

Weighting
4

**Threshold
(Weighted)**
12

Please provide your implementation plan including specific mobilisation plan from award to Day One of the Service being fully operational. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:

- a) Specific staffing and other resources to be allocated, detailing roles and skills;
- b) Any resources you will need the Authority to provide;
- c) OFSTED Registration;
- d) Workforce – to include recruitment and selection, DBS checks, induction training;
- e) Implications of property fit out and decoration on service start date;
- f) Communication – to include all, key stakeholders, publicity and how you will manage the relationship with the Authority and TDA;
- g) Any challenges you anticipate and the steps you will take to address them.

Page Limit: 2 Pages

Font Size: Arial 11

Please Note: Applicants are required to provide the mobilisation plan as an appendix to their response and provide a narrative to support the plan within the relevant response document.

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.2 Service Delivery Model

Weighting
5

**Threshold
(Weighted)**
15

Please describe your service model and plans to implement this. As a minimum your response must fully address the following sections within the Part 2 Specification:

- a) Section A Requirements Applicable to All Lots;
- b) Section B Requirements for the Provision of Care in a Residential Setting for Children and Young People on the Edge of Care;
- c) Section C Requirements for the Provision of Care in a Residential Setting for Looked After Children and Young People.

Page Limit: 9 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.3	Staffing	Weighting 4	Threshold (Weighted) 12
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Please evidence how you will ensure all staff working on this Contract and within the Service will be appropriately recruited, trained and supervised. As minimum your response must full address the requirements of section D Staffing of Part 2 Specification.

Page Limit: 4 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.4	Restorative and Trauma Informed Approach	Weighting 3	Threshold (Weighted) N/A
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How will you use system based approaches to support children, young people and families with complexity including parental substance misuse, mental health, domestic abuse and other risk factors? As a minimum your response must fully address the following:

- a) Restorative and trauma informed approaches;
- b) Transition or integration with other services;
- c) Relevant to local circumstance and demands;
- d) Staff skills, qualifications and competences;
- e) Trauma;
- f) Resilience;
- g) Special Educational Needs and Disability (SEND).

Page Limit: 4 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.5 Transition	Weighting 3	Threshold (Weighted) N/A
<p>Please describe how you will improve the experience of key transition points to support outcomes for service users. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Information sharing; b) Confidentiality; c) Trusted relationships; d) Return home and/or moving on to other placements; e) Continuity. <p>Page Limit: 2 Pages Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4A Lot One Method Statement Response</p>		
C1.6 Partnership with Community	Weighting 1	Threshold (Weighted) N/A
<p>Please evidence how you will improve outcomes for children, young people and families by working in partnership with the local community and voluntary sector. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Peer support; b) Volunteering; c) Partnership working, e.g. schools, colleges, police etc. d) Service and community development. <p>Page Limit: 1 Page Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4A Lot One Method Statement Response</p>		
C1.7 Leadership and Governance	Weighting 4	Threshold (Weighted) 12
<p>Please explain how your organisational structures and processes will ensure timely and effective responses and management of the Service. As a minimum your response should</p>		

reference sections F Contract and Performance Review Requirements and H Health and Safety must fully address the following:

- a) Safety, including Health and Safety;
- b) Safeguarding;
- c) Effectiveness;
- d) Quality oversight;
- e) Performance monitoring and management.

Page Limit: 3 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.8	Data Protection, Information Sharing and Information Security	Weighting 3	Threshold (Weighted) N/A
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Please provide details of how you are proposing to meet the requirements set out in Section E Data Protection, Information Sharing and Information Security of Part 2 Specification, taking into consideration all current relevant legislation and regulations.

Applicants are required to provide copies of their Data Protection, Information Sharing and Information Security policies as part of their response to this Method Statement.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.9	Social Value	Weighting 2	Threshold (Weighted) N/A
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Please provide details of how your organisation will provide additional community benefits and support the Council's ambitions for a prosperous and healthy Torbay. Applicants should refer to Appendix F Draft Community and Corporate Plan.

As a minimum your response must fully address supporting young people and care leavers in particular to build their confidence and experience of working life, plus one of the following additional areas:

- a) Creating employment
- b) Promoting healthy lifestyles and reducing health inequalities

- c) Supporting the provision of attractive and safe open spaces and encouraging communities to make the most of where they live
- d) Energy and resource use efficiency

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.10 Property Considerations	Weighting 1	Threshold (Weighted) N/A
<p>Please provide details of how you propose to maintain and develop relationships with the landlord / property management agents to ensure the property is properly maintained and managed. As a minimum your response should take into consideration the requirements set out in section G Lease Arrangements, Building Maintenance and Property Management.</p> <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>		
C1.11 Added Value	Weighting 1	Threshold (Weighted) N/A
<p>Please describe what added value through skills, networks, specialist knowledge and partnerships will your bid bring to the contract.</p> <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4A Lot One Method Statement Response</p>		

Section C2. Method Statements Applicable to Lot Two		
C2.1 Implementation and Mobilisation	Weighting 4	Threshold (Weighted) 12
<p>Please provide your implementation plan including specific mobilisation plan from award to Day One of the Service being fully operational. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:</p> <ul style="list-style-type: none"> a) Specific staffing and other resources to be allocated, detailing roles and skills; b) Any resources you will need the Authority to provide; c) OFSTED Registration; d) Workforce – to include recruitment and selection, DBS checks, induction training; e) Implications of property fit out and decoration on service start date; f) Communication – to include all, key stakeholders, publicity and how you will manage the relationship with the Authority and TDA; g) Any challenges you anticipate and the steps you will take to address them. <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please Note: Applicants are required to provide the mobilisation plan as an appendix to their response and provide a narrative to support the plan within the relevant response document.</p> <p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		
C2.2 Service Delivery Model	Weighting 5	Threshold (Weighted) 15
<p>Please describe your service model and plans to implement this. As a minimum your response must fully address the following sections within the Part 2 Specification:</p> <ul style="list-style-type: none"> a) Section A Requirements Applicable to All Lots; b) Section B Requirements for the Provision of Care in a Residential Setting for Children and Young People on the Edge of Care; <p>Page Limit: 6 Pages</p> <p>Font Size: Arial 11</p>		

<p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		
<p>C2.3 Staffing</p>	<p>Weighting 4</p>	<p>Threshold (Weighted) 12</p>
<p>Please evidence how you will ensure all staff working on this Contract and within the Service will be appropriately recruited, trained and supervised. As minimum your response must full address the requirements of section D Staffing of Part 2 Specification.</p> <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		
<p>C2.4 Restorative and Trauma Informed Approach</p>	<p>Weighting 3</p>	<p>Threshold (Weighted) N/A</p>
<p>How will you use system based approaches to support children, young people and families with complexity including parental substance misuse, mental health, domestic abuse and other risk factors? As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Restorative and trauma informed approaches; b) Transition or integration with other services; c) Relevant to local circumstance and demands; d) Staff skills, qualifications and competences; e) Trauma; f) Resilience; g) Special Educational Needs and Disability (SEND). <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		

C2.5 Transition	Weighting 3	Threshold (Weighted) N/A
<p>a) Information sharing;</p> <p>b) Confidentiality;</p> <p>c) Trusted relationships;</p> <p>d) Return home and/or moving on to other placements;</p> <p>e) Continuity.</p> <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		
C2.6 Partnership with Community	Weighting 1	Threshold (Weighted) N/A
<p>Please evidence how you will improve outcomes for children, young people and families by working in partnership with the local community and voluntary sector. As a minimum your response must fully address the following:</p> <p>a) Peer support;</p> <p>b) Volunteering;</p> <p>c) Partnership working, e.g. schools, colleges, police etc.</p> <p>d) Service and community development.</p> <p>Page Limit: 1 Page</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response</p>		
C2.7 Leadership and Governance	Weighting 4	Threshold (Weighted) 12
<p>Please explain how your organisational structures and processes will ensure timely and effective responses and management of the Service. As a minimum your response should reference sections F Contract and Performance Review Requirements and H Health and Safety must fully address the following:</p>		

- a) Safety, including Health and Safety;
- b) Safeguarding;
- c) Effectiveness;
- d) Quality oversight;
- e) Performance monitoring and management.

Page Limit: 3 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response

C2.8	Data Protection, Information Sharing and Information Security
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Weighting 3

Threshold (Weighted) N/A

Please provide details of how you are proposing to meet the requirements set out in Section E Data Protection, Information Sharing and Information Security of Part 2 Specification, taking into consideration all current relevant legislation and regulations.

Applicants are required to provide copies of their Data Protection, Information Sharing and Information Security policies as part of their response to this Method Statement.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response

C2.9	Social Value
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Weighting 2

Threshold (Weighted) N/A

Please provide details of how your organisation will provide additional community benefits and support the Council's ambitions for a prosperous and healthy Torbay. Applicants should refer to Appendix F Draft Community and Corporate Plan.

As a minimum your response must fully address supporting young people and care leavers in particular to build their confidence and experience of working life, plus one of the following additional areas:

- a) Creating employment
- b) Promoting healthy lifestyles and reducing health inequalities
- c) Supporting the provision of attractive and safe open spaces and encouraging communities to make the most of where they live

d) Energy and resource use efficiency

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response

C2.10 Property Considerations	Weighting 1	Threshold (Weighted) N/A
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Please provide details of how you propose to maintain and develop relationships with the landlord / property management agents to ensure the property is properly maintained and managed. As a minimum your response should take into consideration the requirements set out in section G Lease Arrangements, Building Maintenance and Property Management.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response

C2.11 Added Value	Weighting 1	Threshold (Weighted) N/A
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Please describe what added value through skills, networks, specialist knowledge and partnerships will your bid bring to the contract.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4B Lot Two Method Statement Response

Section C3. Method Statements Applicable to Lot Three		
C3.1 Implementation and Mobilisation	Weighting 4	Threshold (Weighted) 12
<p>Please provide your implementation plan including specific mobilisation plan from award to Day One of the Service being fully operational. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:</p> <ul style="list-style-type: none"> a) Specific staffing and other resources to be allocated, detailing roles and skills; b) Any resources you will need the Authority to provide; c) OFSTED Registration; d) Workforce – to include recruitment and selection, DBS checks, induction training; e) Implications of property fit out and decoration on service start date; f) Communication – to include all, key stakeholders, publicity and how you will manage the relationship with the Authority and TDA; g) Any challenges you anticipate and the steps you will take to address them. <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please Note: Applicants are required to provide the mobilisation plan as an appendix to their response and provide a narrative to support the plan within the relevant response document.</p> <p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		
C3.2 Service Delivery Model	Weighting 5	Threshold (Weighted) 15
<p>Please describe your service model and plans to implement this. As a minimum your response must fully address the following sections within the Part 2 Specification:</p> <ul style="list-style-type: none"> a) Section A Requirements Applicable to All Lots; b) Section C Requirements for the Provision of Care in a Residential Setting for Looked After Children and Young People. <p>Page Limit: 6 Pages</p> <p>Font Size: Arial 11</p>		

<p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		
<p>C3.3 Staffing</p>	<p>Weighting 4</p>	<p>Threshold (Weighted) 12</p>
<p>Please evidence how you will ensure all staff working on this Contract and within the Service will be appropriately recruited, trained and supervised. As minimum your response must full address the requirements of section D Staffing of Part 2 Specification.</p> <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		
<p>C3.4 Restorative and Trauma Informed Approach</p>	<p>Weighting 3</p>	<p>Threshold (Weighted) N/A</p>
<p>How will you use system based approaches to support children, young people and families with complexity including parental substance misuse, mental health, domestic abuse and other risk factors? As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Restorative and trauma informed approaches; b) Transition or integration with other services; c) Relevant to local circumstance and demands; d) Staff skills, qualifications and competences; e) Trauma; f) Resilience; g) Special Educational Needs and Disability (SEND). <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		

C3.5 Transition	Weighting 3	Threshold (Weighted) N/A
<p>a) Information sharing;</p> <p>b) Confidentiality;</p> <p>c) Trusted relationships;</p> <p>d) Return home and/or moving on to other placements;</p> <p>e) Continuity.</p> <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		
C3.6 Partnership with Community	Weighting 1	Threshold (Weighted) N/A
<p>Please evidence how you will improve outcomes for children, young people and families by working in partnership with the local community and voluntary sector. As a minimum your response must fully address the following:</p> <p>a) Peer support;</p> <p>b) Volunteering;</p> <p>c) Partnership working, e.g. schools, colleges, police etc.</p> <p>d) Service and community development.</p> <p>Page Limit: 1 Page</p> <p>Font Size: Arial 11</p> <p>Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response</p>		
C3.7 Leadership and Governance	Weighting 4	Threshold (Weighted) 12
<p>Please explain how your organisational structures and processes will ensure timely and effective responses and management of the Service. As a minimum your response should reference sections F Contract and Performance Review Requirements and H Health and Safety must fully address the following:</p>		

- a) Safety, including Health and Safety;
- b) Safeguarding;
- c) Effectiveness;
- d) Quality oversight;
- e) Performance monitoring and management.

Page Limit: 3 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.8	Data Protection, Information Sharing and Information Security
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Weighting 3

Threshold (Weighted) N/A

Please provide details of how you are proposing to meet the requirements set out in Section E Data Protection, Information Sharing and Information Security of Part 2 Specification, taking into consideration all current relevant legislation and regulations.

Applicants are required to provide copies of their Data Protection, Information Sharing and Information Security policies as part of their response to this Method Statement.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.9	Social Value
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Weighting 2

Threshold (Weighted) N/A

Please provide details of how your organisation will provide additional community benefits and support the Council's ambitions for a prosperous and healthy Torbay. Applicants should refer to Appendix F Draft Community and Corporate Plan.

As a minimum your response must fully address supporting young people and care leavers in particular to build their confidence and experience of working life, plus one of the following additional areas:

- a) Creating employment
- b) Promoting healthy lifestyles and reducing health inequalities
- c) Supporting the provision of attractive and safe open spaces and encouraging communities to make the most of where they live

d) Energy and resource use efficiency

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.10 Property Considerations	Weighting 1	Threshold (Weighted) N/A
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Please provide details of how you propose to maintain and develop relationships with the landlord / property management agents to ensure the property is properly maintained and managed. As a minimum your response should take into consideration the requirements set out in section G Lease Arrangements, Building Maintenance and Property Management.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.11 Added Value	Weighting 1	Threshold (Weighted) N/A
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Please describe what added value through skills, networks, specialist knowledge and partnerships will your bid bring to the contract.

Page Limit: 2 Pages

Font Size: Arial 11

Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response