

Question 1 –Community Outreach (Lot 2)

Resources

Please provide information to show how your organisation would resource an effective and sustainable service: ensuring that staff are well trained, motivated, and supported to carry out their role effectively, in relation to supporting people in crisis and displaying high-risk behaviours.

Please describe how the organisation will train staff in specific modules relating to those individuals who present high risks and challenges that require a bespoke and specialist support model.

Please provide information to show how your organisation promotes inclusive practice around mental health for staff: Including managing challenging situations, debriefing of staff teams, reflective practice and conflict management and outline how this will maintain a consistent and robust staff team.

Please note that your answer must be a **MAXIMUM of 800 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 800 words will be evaluated. You may enclose a clearly referenced structure chart as a separate document, which will not count towards the word count. However, no other attachments will be allowed or considered.

Question 1

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No	Criteria
1	Your response sets out a realistic staff structure to deliver the requirements.
2	Your response clearly describes how you would resource the service to ensure that there are a range of staff skills to meet the requirements of the service including people displaying high risk behaviours
3	Your response clearly sets out the appropriate training and support that staff will receive to ensure that they are able to support people who may have behaviours that challenge and differing levels of support requirements.
4	Your response references support for the mental health and wellbeing of staff, recognising the challenges within the role and sector.
5	Your response describes how you will recruit and maintain a sustainable, effective workforce.

This question will be scored out of 5, with a weighting of **10** out of 50 applied.

Question 1 - List of attachments

[Please enter the file name of any attachment you have included and made reference to in your answer to Question 1 here]

Question 1 – Answer for: Resources

[Please enter your answer to Question 1 here]

Question 2

Service Delivery Model

Please describe your service delivery model for Community Crisis Outreach support, ensuring that it meets the outcomes of the services specification. Please describe how your organisation will keep abreast of the most recent models of independence, person-centred and outcomes-based approaches; along with how these will be implemented into the teams working directly with people being supported. Please relate this to the Transforming Care Programme and national agenda including papers such as;

- [Must knows - Transforming Care \(local.gov.uk\)](#)
- [model-service-spec-2017.pdf \(england.nhs.uk\)](#)
- [ld-nat-imp-plan-oct15.pdf \(england.nhs.uk\)](#)
- [service-model-291015.pdf \(england.nhs.uk\)](#)

Please describe how your organisation will implement continuous improvement and development models including the ongoing training of staff to manage high risk, crisis and complex situations and how this benefits the direct support of individuals.

Within your response, please detail how and when your organisation will successfully collaborate with other care providers/partner organisations and health and social care professionals to undertake detailed assessments and implement positive behaviour support plans.

Please note that your answer must be a **MAXIMUM of 900 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 900 words will be evaluated. No attachments permitted.

Question 2

Evaluation Criteria

Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met.

No	Criteria
1	Your response demonstrates how your service delivery model meets the outcomes of the specification with reference to national policy and guidance.

2	Your response gives examples of appropriate tools and/or methods that you might use to meet and maintain good outcomes for people, manage risks and effective implementation of PBS plans.
3	Your response demonstrates a sound understanding of the importance of working with partner organisations and how you will ensure the relationship is built and maintained to ensure smooth delivery of the service.
4	Your response includes a clear rationale for all elements of the service delivery model.

Weighting: This question will be scored out of 5, with a weighting of **10** out of 50 applied.

Question 2 - Answer for: Service Delivery Model

[

[Please enter your answer to Question 2 here]

Question 3

Implementation

Please provide an implementation plan, with associated timescales and personnel, explaining the key stages and what actions your organisation would need to take to ensure a smooth and seamless transition and set up of the Community Crisis Outreach Support service. You must demonstrate that your implementation plan is realistic, achievable and timely. Implementation plan must include specific reference to the provision as a whole, and people supported, again in relation to the crisis support and Transforming care programme nature of the service, alongside recruitment and retention of staff teams.

Please include a risk log in your answer. This must identify any risks (high, medium or low), recognising potential weaknesses from an organisational and/or operational perspective and the actions your organisation will take to mitigate these and ensure a successful implementation.

Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 500 words will be evaluated. You may enclose a clearly referenced Implementation Plan and risk log as a separate document(s), which will not count towards the word count. However, no other attachments will be allowed or considered.

Question 3

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated how well the evaluation criteria below have been met:

No	Criteria
1	Your response includes a clear and comprehensive Implementation Plan that outlines timescales and key activities, including when the service will be fully staffed and operational.
2	Your response demonstrates that the plan is realistic and achievable and will ensure a smooth implementation.
3	The risks are clearly identified in the Risk Log, with 'High, Medium and Low' impact and likelihood and with mitigating actions associated to them
4	Your response clearly describes robust management of the implementation process, including updating the risk log to ensure timescales and key activities are achieved.

Weighting: This question will be scored out of 5, with a weighting of **18** out of 50 applied.

Question 3 - List of attachments

[Please enter the file name of any attachment you have included and made reference to in your answer to Question 3a here]

Question 3 – Answer for: Implementation

[Please enter your answer to Question 3 here]

Question 4

Scenario

A young male currently living in shared supported living accommodation with 5 other people, is displaying behaviours which are documented as being very similar to a previous episode in which he was detained under the Mental Health Act, including physically aggressive behaviours towards staff and others, sexualised behaviours and property destruction. New single occupancy accommodation will be ready for this man in two weeks time and therefore he needs support in the interim to prevent re-admission to hospital and homelessness.

Please provide an explanation of how you would intend to support the person as described above, including reference to risks, models of support, potential barriers and partner organisations.

Please note that your answer must be a **MAXIMUM of 800 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 800 words will be evaluated. No attachments permitted.

Question 4

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No	Criteria
1	Your response clearly demonstrates an understanding of the scenario
2	Your response clearly describes how you would provide appropriate support to the individual
3	Your response includes relevant reference to risks, support models, barriers and partner organisations
4	Your response provides a clear rationale for the support suggested

Weighting: This question will be scored out of 5, with a weighting of **12** out of 50 applied.

Question 4 – Answer to: Scenario

[Please enter your answer to Question 4 here]

Question 5 - Social Value		
5.a	Question: Please complete Part F Social Value Calculator with any proposed commitments to Social Value within your bid submission.	5%
	Response:	
5.b	Question: Please outline your experience in delivering the Social Value commitments within your Part F response, how you propose to benchmark, deliver, track, and report these items. Please note, these commitments will form part of the ongoing contract management with the successful Applicant. Maximum 800 Words (no attachments)	5%
	Response:	