### **TORBAY** COUNCIL

### **Part 4 Award Questionnaire**

**Contract Reference** 

**TCS2420** 

**Contract Title** 

Accommodation and Support Services for 16 to 25 year olds: Young People Looked After, Care Leavers, Young Homeless People and Young Parents

**Maximum Period of Contract** 

5 years (3 + 2)

**Return Date** 

**09 November 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 <u>all</u> Applicants

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

Lot One: Supported Lodgings

**Lot Two A:** Multi-occupancy Semi-Independent Accommodation for Children Looked After and care leavers aged 16-18

**Lot Two B:** Multi-occupancy Units for Young People Looked After and Care leavers as part of a step-down from care and/or step-down from more intensive post 16 accommodation provision. And Units for other Young People (16-25) homeless or at risk of becoming homelessness

Lot Three: Young Parents Accommodation and Support Service

**Lot Four:** Framework provision that allow for spot purchasing in line with the services outlined within Lot Two A and Lot Two B

Applicants may submit a Tender for all Lots, including Sub-Lots. Each Lot will require a different Award Questionnaire to be completed and submitted, therefore it is important to ensure that you use the correct Award Questionnaire Response Document that relates to the Tender you wish to put a bid in for.

For further information on how the Lots are structured, including how many Providers the Authority is seeking to appoint under which Lots, please refer to Section 2.4, Part 1 Information.

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

### 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 ( <a href="https://torbaychildcare.proceduresonline.com/">https://torbaychildcare.proceduresonline.com/</a> ) and Torbay Safeguarding Adults that you will be able to provide these to the Council upon request.		
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 level and that you will be able to provide the Council with evidence of this upon request.	g on the Contract will red level and that Yes / No	
3	Please confirm that you have the necessary policies, procedures and systems in place to comply with the specification requirements and that you will be able to provide the Council with evidence of this upon request.		
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.		
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 C1.9, C2.9 and/or C3.9.	Yes / No	
6	Please confirm that you have the necessary Health and Safety policies and procedures in place to comply with your legal	Yes / No	

obligations and that you will be able to provide these to the Council upon request.

# Pass / Fail Criteria – Applicable to Lot Two A, Two B, Three and Four

Question Number	Questions	Response
1	a) Please confirm that you have submitted your Locality     Assessment applicable for the accommodation that will be made available under this Contract.	Yes/No
	OR	
	<ul> <li>b) Where you do not currently have a property within         Torbay or the administrative boundary but will have a             property available for use under this Contract by April         2021, please confirm that you will submit a Locality             Assessment accordingly.     </li> </ul>	Yes/No
	The Authority's minimum requirement is for the Applicant to respond Yes to either a) or b) and where the Applicant responds Yes to a) they have a provided a copy of the Locality Assessment. Applicants should note that where the Applicant has responded Yes to b) and does not subsequently provide the Locality Assessment by Contract commencement this may result in termination of the Contract.	

### 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
- Lots Two A, B, Four A and B complete and submit Part 4B Lots Two and Four Method Statement Response
- Lot Three complete and submit Part 4C Lot Three Method Statement Response

### Part 4B Lots Two and Four Method Statement Response Document – further information

Applicants should note that there is one Response Document (Part 4B Lots Two and Four) that covers Lots Two and Four. As part of their response, Applicants must state which option(s) their response relates to. Where Applicants are bidding for more than one option under this applicable method statement response document, they are only required to submit a single response.

#### Section C1. Method Statements Applicable to Lot One

#### C1.1 Implementation and Mobilisation

Weighting 3 Threshold (Weighted) N/A

Please provide your implementation and 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) Communication to include all key stakeholders, publicity and how you will manage the relationship with the council
- c) Any challenges you anticipate and the steps you will take to address them.

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**Please Note:** Applicants are required to provide the implementation 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 Weighting 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 B Requirements Applicable to All Lots; and
- b) Section C Requirements for the Provision of Supported Lodgings for Young People

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#### C1.3 Staffing

Weighting

Threshold (Weighted)

12

Please evidence how you will ensure all staff and Supported Lodgings Hosts working on this Contract and within the Service will be:

- a) Recruited, trained and supervised
- b) Undertake Induction and Core Training and Development programme
- c) Supported, Supervised and Performance Managed
- d) Matched to the needs of the Young people

As minimum your response must full address the requirements of Section D Staffing of Part 2 Specification and Section C5 Specification

Page Limit: 8 Pages
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Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

## C1.4 Restorative and Trauma Informed Approach

Weighting 2 Threshold (Weighted)

N/A

How will you use system based approaches to support young people who have experienced Adverse Childhood Experiences 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 and integration with other services;
- c) Meeting Young People's individual needs and circumstances;
- d) Staff skills, qualifications and competences;
- e) Resilience:
- f) Special Educational Needs and Disability (SEND).

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#### C1.5 Preparing for Independent Living

Weighting 5 Threshold (Weighted)

Please describe how you will support Young people to successfully prepare for and evidence successful transition to independent living. As a minimum your response must fully address the following:

- a) Assessment, planning and review
- b) Independent Living Tools and interventions
- c) Measuring and recording Outcomes
- d) Community Engagement
- e) Ensuring successful Transition to independent Living
- f) Make reference to the Outcome Framework, Section C3 Specification

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

C1.6 Voice and Participation of Young	Weighting	Threshold
People	4	(Weighted) 12

#### **Young Person Question:**

Please tell us how you will listen to our views and opinions about the service we receive and how you will respond to our feedback

Can you give us an example of how Young People's views have made a difference

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

C1.7	Partnership with Stakeholders	Weighting	Threshold (Weighted)
01.7	r artifersing with otakeholders	4	12

Please evidence how you will improve outcomes for young people by working in partnership with key stakeholders and the local community. As a minimum your response must fully address the following:

a) Partnership approach

- b) Information sharing
- c) Confidentiality
- d) Advocacy and challenge
- e) Peer support
- f) Service and community development.

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

**Statement Response** 

C1.8	Leadership and Governance	Weighting	Threshold (Weighted)
		4	12

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 H Contract and Performance Review Requirements and I Health and Safety must fully address the following:

- a) Safety, including Health and Safety
- b) Safeguarding
- c) Effectiveness
- d) Quality Assurance and oversight
- e) Performance monitoring and management
- f) Service development and improvement planning

Page Limit: 6 Pages
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Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.9	Data Protection, Information Sharing	Weighting	Threshold (Weighted)
	and Information Security	3	N/A

Please provide details of how you are proposing to meet the requirements set out in Section G 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** 

C1.10	Social Value	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 the **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 and/or volunteering opportunities;
- 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; and
- d) Energy and resource use efficiency.

Page Limit: 3 Pages
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Please submit your response in the relevant section of Part 4A Lot One Method Statement Response

C1.11 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
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## Section C2. Method Statements Applicable to Lot Two A, Lot Two B, Lot Four A and Lot Four B

#### **C2.1** Implementation and Mobilisation

Weighting 3 Threshold (Weighted) N/A

Please provide your implementation and 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) Communication to include all key stakeholders, publicity and how you will manage the relationship with the council
- c) Any challenges you anticipate and the steps you will take to address them.

Page Limit: 5 Pages
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**Please Note:** Applicants are required to provide the implementation 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 4B Lots Two and Four Method Statement Response

# C2.2 Service Delivery Model Weighting Weighting (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 B Requirements Applicable to All Lots;
- b) Section D Requirements for the Provision of Semi-Independent Accommodation for young People;

Page Limit: 9 Pages
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#### C2.3 Staffing

Weighting 4 Threshold (Weighted)

12

Please evidence how you will ensure all staff working on this Contract and within the Service will be:

Recruited, trained and supervised

Undertake Induction and Core Training and Development programme

Supported, Supervised and Performance Managed

Matched to the individual needs of the Young people

As minimum your response must full address the requirements of Section F Staffing of Part 2 Specification

Page Limit: 8 Pages
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Please submit your response in the relevant section of Part 4B Lots Two and Four Method Statement Response

## C2.4 Restorative and Trauma Informed Approach

Weighting 2 Threshold (Weighted) N/A

How will you use system based approaches to support young people who have experienced Adverse Childhood Experiences including parental substance misuse, mental health, domestic abuse and other risk factors including at risk of exploitation. As a minimum your response must fully address the following:

- a) A Restorative and trauma informed approaches;
- b) Transition and integration with other services;
- c) Meeting Young People's individual needs and circumstances;
- d) Staff skills, qualifications and competences;
- e) Resilience;
- f) Special Educational Needs and Disability (SEND).

Page Limit: 3 Pages
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#### **C2.5** Preparing for Independent Living

Weighting 5 Threshold (Weighted)

15

Please describe how you will support Young people to successfully prepare for and evidence successful transition to independent living. As a minimum your response must fully address the following:

- a) Assessment, planning and review
- b) Independent Living Tools and interventions
- c) Measuring and recording Outcomes
- d) Community Engagement
- e) Effective and timely 'Step-down' to less support provision
- f) Ensuring successful Transition to independent Living
- g) Outcome Framework, Section D4, Specification

Page Limit: 9 Pages
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Please submit your response in the relevant section of Part 4B Lots Two and Four Method Statement Response

C2.6	Voice and Participation of Young People	 Threshold (Weighted)
		12

#### **Young Person Question:**

Please tell us how you will listen to our views and opinions about the service we receive and how you will respond to our feedback

Can you give us an example of how Young People's views have made a difference

Page Limit: 4 Pages
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#### C2.7 Partnership with Stakeholders

Weighting 4 Threshold (Weighted)

12

Please evidence how you will improve outcomes for young people by working in partnership with key stakeholders and the local community. As a minimum your response must fully address the following:

- a) Partnership approach
- b) Information sharing
- c) Confidentiality
- d) Advocacy and challenge
- e) Peer support;
- f) Service and Community development

Page Limit: 6 Page Font Size: Arial 11

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

# C2.8 Leadership and Governance Weighting (Weighted) 12

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 H Contract and Performance Review Requirements and I Health and Safety must fully address the following:

- a) Safety, including Health and Safety;
- b) Safeguarding;
- c) Effectiveness;
- d) Quality Assurance and oversight;
- e) Performance monitoring and management.
- f) Service development and improvement planning

Page Limit: 6 Pages
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## C2.9 Data Protection, Information Sharing and Information Security

Weighting 3

Threshold (Weighted) N/A

Please provide details of how you are proposing to meet the requirements set out in Section G 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
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Please submit your response in the relevant section of Part 4B Lots Two and Four Method Statement Response

C2.10 Social Va	llue	eighting 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 the **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 and/or volunteering opportunities;
- 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; and
- d) Energy and resource use efficiency.

Page Limit: 3 Pages
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#### C2.11 Added Value

Weighting 1 Threshold (Weighted) N/A

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 Lots Two and Four

**Method Statement Response** 

#### Section C3. Method Statements Applicable to Lot Three

#### C3.1 Implementation and Mobilisation

Weighting 3

Threshold (Weighted) N/A

Please provide your implementation and 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) Communication to include all key stakeholders, publicity and how you will manage the relationship with the council
- c) Any challenges you anticipate and the steps you will take to address them.

Page Limit: 5 Pages
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**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 4C Lot Three Method Statement Response

C3.2	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 B Requirements Applicable to All Lots;
- b) Section E Requirements for the Provision of Supported Accommodation and Support for Young Parents

Page Limit: 9 Pages
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# C3.3 Staffing Weighting 4 Threshold (Weighted) 12

Please evidence how you will ensure all staff working on this Contract and within the Service will be:

- a) Recruited, trained and supervised
- b) Undertake Induction and Core Training and Development programme
- c) Supported, Supervised and Performance Managed
- d) Matched to the needs of the Young Parents

As minimum your response must full address the requirements of Section F Staffing of Part 2 Specification

Page Limit: 8 Pages
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Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.4	C3.4	Restorative and Trauma Informed Approach	Weighting 2	Threshold (Weighted)
				N/A

How will you use system based approaches to Young Parents who have experienced 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) Resilience;
- f) Special Educational Needs and Disability (SEND).

Page Limit: 3 Pages
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#### C3.5 Parenthood and Independent living

Weighting 5 Threshold (Weighted)

15

Please describe how you will support Young Parents to develop the skills, confidence and competence to become great parents and evidence successful transition to independent living. As a minimum your response must fully address the following:

- a) Assessment, planning and review
- b) Independent Living Tools and interventions
- c) Parenting skills, knowledge and competence
- d) Measuring and recording Outcomes
- e) Community Engagement and take up of universal and targeted services
- f) Peer support
- g) Ensuring successful Transition to independent Living
- h) Outcome Framework, Section E4, Specification

Page Limit: 9 Pages
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Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.6 Voice and Participation of Young Parents		Weighting 4	Threshold (Weighted)
			12

#### **Young Parent Question:**

Please tell us how you will listen to our views and opinions about the service we receive and how you will respond to our feedback

Can you give us an example of how Young Parents/ Young People's views have made a difference

Page Limit: 4 Pages
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Please submit your response in the relevant section of Part 4C Lot Three Method

**Statement Response** 

#### C3.7 Partnership with Stakeholders

Weighting 4 Threshold (Weighted)

12

Please evidence how you will improve outcomes for Young Parents by working in partnership with key stakeholders and the local community. As a minimum your response must fully address the following:

- a) Partnership approach
- b) Information sharing
- c) Confidentiality
- d) Advocacy and challenge
- e) Service and community development.

Page Limit: 6 Page Font Size: Arial 11

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

# C3.8 Leadership and Governance Weighting Weighting Weighted) 12

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 H Contract and Performance Review Requirements and I Health and Safety must fully address the following:

- a) Safety, including Health and Safety;
- b) Safeguarding;
- c) Effectiveness;
- d) Quality Assurance and oversight;
- e) Performance monitoring and management.
- f) Service development and improvement planning

Page Limit: 6 Pages
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## C3.9 Data Protection, Information Sharing and Information Security

Weighting 3

Threshold (Weighted) N/A

Please provide details of how you are proposing to meet the requirements set out in Section G 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
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Please submit your response in the relevant section of Part 4C Lot Three Method Statement Response

C3.10	Social Value	Weighting 2	Threshold (Weighted) N/A
			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 the **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 and/or volunteering opportunities;
- 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; and
- d) Energy and resource use efficiency.

Page Limit: 3 Pages
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#### C3.11 Added Value

Weighting 1 Threshold (Weighted) N/A

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**