Community Services Directorate

Healthwatch

Method Statements

Joint Commissioning

3rd Floor (West)

Laurence House

SE6 4RU

020 8314 6079

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September 2019

This document is to be completed in accordance with the Invitation and Instructions for Tendering for receipt, via the London Tenders Portal, with all relevant documentation by no later than **noon on Monday 21 October 2019.**

**Healthwatch**

Method Statements

# 1. LIST OF METHOD STATEMENTS REQUIRED

1. The Council requires Method Statements to be given so that an evaluation process can be completed. This is how the Council will assess the quality of the Service which the Tenderer is going to provide, and the successful Tenderer will have to provide the Service in the way set out in their Method Statements, once they have been agreed with the Council.
2. It is important that the Method Statements you provide are clear, concise and detailed in full. Explain your methodologies, processes, and time frames and cost calculations, where appropriate.
3. The Method Statements cover these main issues:
4. Experience & Capability
5. Project Management
6. Equal Opportunity
7. Communication
8. Continuous Improvement
9. Service Outcomes & Delivery
10. Service Development & Accessibility
11. Social Value
12. The Method Statements set out on the following pages are the particular areas the Council wishes to see covered. Your Method Statements should be provided on the following sheets provided, and should be completed using a minimum of font size 11.
13. As the questions and issues within each statement are essential to the evaluation process, please ensure that they are all answered. If they are not, your tender bid will not be considered further and will be deemed non-compliant.
14. If separate attachments are included, to supplement your Method Statements, please clearly mark which Method Statements they refer to.

# MS1 Experience & Capability

Please demonstrate your experience of delivering a service, similar to the requirements set out in the specification. It should include and establish how you will ensure that your staff and volunteers have appropriate levels of knowledge, understanding and experience of services and policy.

You should include details on the action you will take to ensure that staff and volunteers are trained and upskilled as the health and care landscape keeps changing. A case study can be provided to enhance/support answer.

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# MS2 Project Management

Please outline a detailed and clear Project Plan for the service, including:

* Staffing (include key CVs)
* Recruitment & retention
* Capacity
* Organisational structure including governance arrangements
* Risk Management
* Implementation plan for 1st April 2020
* Business Continuity Plan

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# MS3 Equal Opportunity

Please provide a plan of how you will ensure representative engagement from Lewisham’s different communities, both within your governance and as part of service delivery, also making specific reference to the protected characteristics of the Equality Act 2010

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# MS4 Communication

Please provide a detailed plan of how you will actively influence local policies, strategies and planning of health and social care services, working both collaboratively and as a ‘critical friend’ with commissioners and providers.

You should consider what would be Healthwatch’s key role within this.

Please also describe how you will engage local people to support the development & operation of the service

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# MS5 Continuous Improvement

Clearly demonstrate how you will quality assure the effectiveness of Healthwatch & provide value for money. Describe the approaches & systems that your organisation will use to make these judgements.

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# MS6 Service Outcomes & Delivery

Please provide a clear and detailed proposal explaining how you would ensure you meet the outcomes set out in the service specification, including what you will measure to demonstrate success, outlining how the outcomes will be met.

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# MS7 Service Development & Accessibility

Please provide details on how you intend to provide information and signposting, NHS complaints advocacy & other service highlighted for Lewisham residents, ensuring that these are accessible across a wide range of individuals and communities and how you will measure effectiveness.

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# MS8 Social Value

Please explain how you will meet the social value KPIs in 4.5(ITT), along with any additional economic, social & environmental benefits that are on the list of KPIs that you can also provide as part of this service.

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# Signed for Tenderer:

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| **Signature** | **Print name(s) in full** | **Position held by each signatory** (in the case of a company) |
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Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_

Full name of Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address for correspondence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Registered Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(if different from above) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Telephone No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State whether sole proprietor YES/NO\* (delete as appropriate)

In case of partnership the full names and address of each partner:

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| --- | --- |
| **Name** | **Address** |
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