

Question	Guidance notes
<p>Describe how your organisation would deal with a safeguarding incident in line with your current policies and procedures</p> <p>Include the following information in your answer:</p> <ul style="list-style-type: none"> • Description of the incident; • How the incident me be identified in the first place • How the incident would be reported; • Who will be notified; • timescales • What policies were followed • How the individual’s needs are clearly prioritised; • What outcome would be sought achieved; • Identification of lessons learnt or training needs as a result of the incident; 	<p>Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met:</p> <ul style="list-style-type: none"> • Demonstrates a knowledge of, and appropriate measures for, how to keep individuals safe • Demonstrates a sound approach to risk management • Demonstrates sound knowledge of safeguarding and policy practice • Demonstrates practical use of your safeguarding or other related policies and procedures. • Understanding of differing forms of abuse, neglect and exploitation • Awareness of appropriate point and route for escalation • Awareness that the individual may not be able to identify abusive, neglectful or exploitative behaviour behaviour.
<p>Please describe your approach to delivering Person Centred care and/or support and how you will implement it for this service.</p>	<p>Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met.</p> <ul style="list-style-type: none"> • Examples of good practice are provided. • Clear demonstration of how residents are enabled to exercise individual choice. • Evidence of ability to identify and meet individualised care needs. • Services provided in the least restrictive way possible
<p>Provide evidence as to how complaints are managed and practice is embedded within your organisations policies.</p>	<p>Answers will be scored on the basis of risk.</p>

<p>Provide details of any accreditations that your organisation holds, including in relation to any areas of specialism</p>	<p>Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met.</p> <ul style="list-style-type: none"> • Evidence that supports any stated areas of specialism in question 1. • Details of any external accreditations held, the accrediting body and when the accreditation expires.
<p>The example service specifications include quality standards. Please describe how your organisation will both meet these standards and efficiently and effectively monitor that they are being met on an on-going basis</p>	<p>Answers will be scored on the basis of risk</p>
<p>Explain how you will manage communication with the Authority to demonstrate that your service continues to meet the needs of your Customers their families and carers</p>	<p>Answers will be scored on the basis of risk</p>
<p>Explain how Customer, family and carer feedback is used to ensure that service you provide meets their needs</p>	<p>Answers will be scored on the basis of risk.</p>
<p>Describe how your staff are given the opportunity to train, learn and develop their skills. This should be broken down between standard training that all staff receive and training that relates to any specialist areas or individual needs.</p>	<p>Answers will be scored on the basis of risk</p>
<p>What procedures and systems do you have in place to monitor the performance of any contracts awarded under the framework?</p>	<p>Answers will be scored on the basis of risk</p>
<p>Describe how your organisation will ensure continuity in the staff who support individual customers and carers. Include details of systems you have in place to deal with unexpected staff shortages?</p>	<p>Answers will be scored on the basis of risk</p>
<p>Describe your organisation's approach to supporting Customers to achieve and sustain paid employment or self-employment. (Employment support only)</p>	<p>Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met.</p>

- Genuine employment opportunities
- Demonstrates and understanding of the barriers to employment for individuals and how these may be overcome
- Demonstrates methodology for creating links with local businesses
- “place and train” based model
- Clear boundaries around experience opportunities (for example not open ended – max 1 month)
- National Minimum Wage or above
- Same terms and conditions as any other employee
- External funding sought for on-going support (for example Access to work)
- Job carving where appropriate
- Support that “fades out” in a timescale appropriate to the Customer’s needs
- Rapid re-entry to services in the event of an employment crisis

Care Quality Commission Registration

- a) Do you have Care Quality Commission (CQC) Accreditation for [Service Area]?
- b) CQC Registration Number
- c) Registered Manager Name
- d) Registered Address
- e) What is your current CQC Rating?
- f) Have you ever had an Inadequate CQC Rating?
- g) If you have answered yes to the above question please give details; including the date you received this rating / date it was removed and reasons for the rating.
- h) If you are a new business and

This is a pass/fail question.

The following will be determined, using the providers current CQC rating:

Inadequate - FAIL

Requires Improvement – SCC will seek further information

Good – PASS

Outstanding - PASS

Not applicable for Daytime Support or Employment Support

currently do not have a CQC
registration please tick here
i) Any other information

Declaration

I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the Authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.

All responses provided are subject to further investigation or audit as per the terms and conditions of the Agreement

Agreement to timescales for Service Areas

By expressing an interest in this Service Area, I understand that wherever possible response time for opportunities will be no less than 10 working days however in circumstances where this is not possible I agree to opportunities being let under reduced timescales. The response period for each opportunity will be stated at the time of publishing.

Please state Yes or No as appropriate.
This is a Pass/Fail question