

**Universal Carers Support and Guidance Application Form 2023 - 2025**

**DEADLINE FOR SUBMISSION – 12pm (noon) on 20th January 2023**

This form is for answers to the Method Statement questions

**SECTION 1 – GENERAL INFORMATION**

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| Main contact name: | |
| Organisation name, address and contact details: | Registered Company or Charity Address, if different: |
| Email: | Email: |
| Telephone: | Telephone: |
| UKPRN: | |
| Registered Company Number: | |
| Registered Charity Number: | |
| **Conflict of interest Declaration**  *Please use the space below to declare any conflict of interest which could arise from this application. If there are no conflict of interest issues, please state this clearly.*  *Examples of conflicts of interest could include:*   * *alternative funding streams (i.e. Europeans Social Fund funding)* * *Board members who are Wokingham Borough Council officers or councillors.* | |

**100% WEIGHTING**

**Listed below are a series of questions that tenderers must complete as part of their ITT submission. Please refer to the document ‘Method statement – questions and criteria.xls’ for full marking criteria details of these questions.**

**The total score achieved in accordance with the weightings below will be prorated to a maximum score of 100% and applied to the overall evaluation. Please note – the word count is a maximum and you should not feel obliged to meet it. We will only mark responses up to the word count and any words included beyond that will be redacted and will not be read.**

Responses to each individual question will be scored (out of 10) using the following scoring matrix. The score (divided by 10) will be multiplied by the weight for the individual question (as indicated in the question) and the result will contribute, in proportion, to the overall weighting for that category. For more information on evaluation, please see section 10 of the Invitation to Tender

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| **Score** | **Rating of Response** |
| **0** | **No response provided and/or substantial omissions which make the response fundamentally unacceptable and gives the Council cause for major concern.** |
| **1** | **Very poor standard of response; fails to meet nearly all requirements, Insufficient information provided or response generally not supported by evidence. Gives the Council cause for a very high level of concern.** |
| **2** | **Poor response; fails to meet the majority of requirements, insufficient information provided and/or response is generally not supported by evidence. Gives the Council cause for a high level of concern.** |
| **3** | **Inadequate response; fails to meet some requirements and is generally unsatisfactory and/or has omissions and/or is not supported by evidence. Gives the Council cause for serious concern.** |
| **4** | **Basic response; borderline in meeting requirements and has some satisfactory elements but is generally unsatisfactory and/or has several omissions. Gives the Council cause for concern in several areas.** |
| **5** | **Adequate response; generally meets requirements and is supported by a reasonable level of evidence but has a number of omissions which give the Council cause for some concerns in few areas.** |
| **6** | **Competent standard of response; meets requirements and is supported by a satisfactory level of evidence although there are a few issues which give the Council cause for some minor concerns.** |
| **7** | **Good standard of response; meets requirements and is supported by evidence although there are a few very minor omissions and/or very minor issues which gives the Council cause for some very minor concerns.** |
| **8** | **Very Good standard of response; meets requirements and is supported by comprehensive evidence which gives the Council a very good level of confidence.** |
| **9** | **Excellent standard of response; exceeds the requirements in a number of areas and is supported by strong evidence which gives the Council a high level of confidence.** |
| **10** | **Exceptional standard of response; exceeds requirements in most areas and is supported by very strong evidence which gives the Council a very high level of confidence.** |

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| **PRELIMINARY QUESTION** |
| **Q1. Please provide an annual budget breakdown using the template (‘Pricing Schedule.xls’) attached, showing how you will allocate the funding available. Please be aware that the funding allocated is final and cannot be exceeded.**  **The annual budget should aim to:**   * **Demonstrate that services do not exceed the allocated funding** * **Clearly show how/where resources will be deployed to meet the specification** * **Clearly mark any reliance on scale (i.e. resource shared with other contracts)** * **Include an estimated cost for overheads** * **How you ensure the service is financially resilient**   **(Pass/Fail)** |
| **Please add your response in this box, or attach as a separate sheet indicating title here** |

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| **METHOD STATEMENT QUESTIONS** | |
| **PREVENTION** | |
| **Q1. Using an anonymised case study, show how you will and/or have been able to prevent, reduce, and delay the need for carers to access statutory services. (Please note: Submissions not including a case study will be capped at a max score of 4/10)**  **This should include:**   * **Demonstrable understanding of prevention as a concept in health and social care** * **Clear identification of preventative outcomes and what would have happened without the intervention** * **Knowledge of the impact of prevention on individuals, communities, and the health and social care system in Wokingham** * **Understanding of carers as a group and their likely needs within the context of the current issues they face** * **Demonstrable awareness of carers as individuals with differentiating needs and unique circumstances**   **Word count: 400** | **Weighting**  **20%** |
| ***Please provide your answer to the question in this box:*** | |
| **PARTNERSHIP WORKING** | |
| **Q2. Using an anonymised case study, show how you will and/or have shown a commitment to partnership working with other organisations, including: Signposting; cross referrals; and joint frontline delivery and strategic working, to achieve the best outcomes for carers. (Please note: Submissions not including a case study will be capped at a max score of 4/10)**  **This should also include:**   * **Use of referral search resources including Project Joy and the Wokingham Community Directory** * **Examples of partnership working including signposting, referrals, joint visits, etc** * **Demonstrable understanding of organisations in the Borough, both within their business area and within Health and social care more widely** * **Relationship with statutory services and understanding of other service remits** * **Demonstrable understanding of the Wokingham Borough Council ‘Carers Strategy 2020-2025’ and Carers Steering Group**   **Word count: 400** | **Weighting**  **15%** |
| ***Please provide your answer to the question in this box:*** | |
| **PEOPLE USING THE SERVICE** | |
| **Q3. Please tell us about how carers can access your service including hard to reach groups and how carers can participate in shaping the service.**  **This should include:**   * **Details of referral routes and pathways for carers to access the service, beyond the route of referrals from WBC** * **Proactive identification of and outreach to specific communities which have lower rates of engagement with carers support services** * **Proactive collection of carer feedback (e.g. surveys, focus groups, shadow board etc) and resulting actions and service changes**   **Word count: 300** | **Weighting**  **15%** |
| ***Please provide your answer to the question in this box:*** | |
| **Workforce and Volunteers** | |
| **Q4. Please describe how you will recruit, train, and retain staff and volunteers delivering the service. Please include how your approach will ensure the service meets both the capacity and quality expected.**  **This should cover:**   * **Details of training available and induction process** * **Demonstrable knowledge of and commitment to safer recruitment** * **Offer of Continuous Professional Development to staff** * **Evidence of sufficient capacity in service and of individual staff** * **Supervision and management process: skills of managers, employee groups and responsibilities** * **Details of how you ensure staff and volunteers are suitably skilled and experienced** * **Details of how you ensure that staff and volunteers are appropriately supervised and supported**   **In your answer, please also include a copy of your staffing structure (including salary-levels). The copy of the staffing structure will not count towards your word count.**  **Word count: 300** | **Weighting:**  **10%** |
| ***Please provide your answer to the question in this box:*** | |
| **SERVICE DELIVERY** | |
| **Q5. With reference to the four specification priorities below, please tell us how you will deliver the service and your vision for service development over the funding period; including creativity, innovation and funding sustainability.**   1. **Identifying and recognising carers, including seldom-heard carers.** 2. **Empowering carers.** 3. **Enabling carers to have a life outside their caring role.** 4. **Support for young carers.**   **Your answer should also include:**   * **How, where, and when the service will be delivered** * **Details of how many people will be able to access the service with the funding available** * **Strong and demonstrable knowledge of the client group and how the service will respond to their needs** * **Description of specific activities and/or interventions that fulfil the need as stated in the specification** * **How you will ensure your service meets the required outcomes and measure the impact** * **Use of creativity in delivery e.g. new ways of delivery backed up with relevant evidence, innovative partnering or joint working, creativity in funding** * **How you will manage demand and promote your service** * **Your experience with and approach towards carers assessments** * **Details of how you will use co-production in service-delivery**   **In your answer, please also include a copy of an anonymised example of a carers assessment. The copy of an anonymised example of a carers assessment will not count towards your word count.**  **Word Count: 1250** | **Weighting**  **40%** |
| ***Please provide your answer to the question in this box:*** | |
| **TOTAL** | **100%** |

## SECTION 5 – SIGNATURE

## I confirm the above information is correct and agree for the information to be passed onto other partners within WBC.

***Signed ……………………………………………………………***

***Date ……………………….***

***Please print Name and Job title:***

***Organisation***