|  |  |  |
| --- | --- | --- |
| Please provide your responses in the space provided below. You may also attach additional documents to accompany your response. | | |
| **Service Area** | **Required Information** | **Weighting** |
| Particulars of your organisation | Number/coverage/ training of personnel to be adequate to complete all instructions in a timely fashion. Employed or contracted? Working procedures. Code of Conduct and Complaints Procedure | 20% |
| Response: | | |
| Accessibility to the Council | Availability of point of contact in emergency situations. Back office; the processing of correspondence/ on-line portal/ performance reports/ working with Council software provider, data protection policy. Training provision for Council staff | 20% |
| Response: | | |
| Instructions | Flexibility in enabling Council’s to withdraw a case in certain conditions. Performance level in respect of debtor tracing and debt recovery | 20% |
| Response: | | |
| Financial procedures | Banking, accounting, invoicing and payments to the Council. Indemnity and Insurance | 20% |
| Response: | | |
| Vulnerability | Vulnerability, including medical conditions, learning disabilities, addiction, domestic violence and severe debt. Safeguarding and discrimination. Breathing Space procedures | 20% |
| Response: | | |