# ANNEXE B3: PROVIDER RESPONSE – Provide Accommodation and a shared staffing model

**Provider Name:**

## ITT Deliverables

The objective of tender submissions is to provide evidence of readiness to provide the specified Recovery House service with good value for money. The same evidence may be applicable to more than one question so duplicate information is accepted.

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|  | **Criteria** | **Weighting % & Word Count**  |
| **PSR criteria 1 Quality & Innovation (25% overall weighting)** |  |
| 1.1 | Please provide an overview of your organisation, it’s values, and how these would support a drive to achieve best practice and excellence in the NHS.  | **800 words****5%** |
| **Provider response:**  |
| 1.2  | Please describe how you will deliver a minimum of 10 beds and within this number the flexibility to offer a female only area of 4 beds Please detail whether you would seek to offer this provision within one site or across two sites and identify the potential areas in which you would intend to deliver the service that must be within a 5 mile radius of Birmingham City centre | **750 words****15%** |
| **Provider response:**  |
| 1.3  | Describe your understanding of the Service User cohort within the scope of this provision and how you will care for them to provide a high quality experience by ensuring they are treated with kindness, dignity, respect and compassion, and that staff understand and respect the personal, cultural, social and religious needs of Service Users? | **1000 words****10%** |
| **Provider response**: |
| 1.4  | **Operating Model:** Describe your operating model to deliver and maintain the specified service. Your response should cover the following: * Describe your operational structures & governance processes including lessons learnt.
* Provide an up-to-date organisational chart (on and off site) to include a brief biography of your senior personnel including qualifications.
* The total number of staff employed and their role within the recovery house provision, and the number of employees who would be engaged on this contract.
* Describe how you propose to ensure that the psychosocial interventions provided by your staff will respond to the service users needs to ensure adherence to the recovery house principles and maximum 7 night admission period
* How you will ensure rooms are appropriately managed, serviced, maintained and cleaned ready for use.
* Whether you intend to sub-contract any part of this contract, staff and or beds. If so provide details of your sub-contractor(s) etc.
* How would sub-contractors be managed to ensure service delivery performance and compliance with the service specification (if applicable).
* Describe your proposed operational procedures/processes/checks
 | **1000 words****20%** |
| **Provider response:** |
| 1.5  | Describe how you intend to manage this contract, including: a) Account Management and procedures b) Detail the Management Information, including performance reporting (i.e. KPIs) that will be provided to BSMHFT. c) Describe the Information Management & Technology (IMT) systems used by your company and provide assurance of secure data sharing arrangements  | **500 words****10%** |
| **Provider response:** |
| 1.6 | Describe how you will provide a safe and efficient service in line with all current legislative requirements, including Disability Discrimination Act regulations, Health & Safety regulations, infection prevention control and other clinical requirements  | **750 words****5%** |
| **Provider response:** |
| 1.7 | Describe your process for cleaning communal areas, staff areas and bedrooms between admissions | **500 words****5%** |
| **Provider response:** |
| 1.8 | Describe how you complete regular checks of the estates to ensure the environment is fit for purpose | **500 words****5%** |
| **Provider response:** |
| 1.9 | Provide (if any) evidence of current CQC rating for all applicable estate including all application locations. Include any previous ratings and associated improvement plans | **500 words****5%** |
| **Provider response:** |
| 1.1a | Please provide details of the process you would follow to alert us to any regulatory reviews and outcomes.  | **500 words****5%** |
| **Provider response:** |
| 1.1b | Please provide details of your complaints policy, and describe your escalation procedure, process for resolving and preventing recurrence of customer complaints, and complaint analysis reporting? Please include your management of lessons learned from complaints. | **750 words****10%** |
| **Provider response:** |
| 1.1c | Please describe how incidents are reported and investigated providing examples. Please include how lessons learned from incidents are identified, disseminated and shared with staff and changes embedded into practice. | **500 words****5%** |
| **PSR criteria 2 Value (25% overall weighting)** |  |
| 2.1 | Describe how your service will add value to Service User care. Your response should cover the following: • Processes and policies in place for the service • Understanding of the specified requirement as per the service specification. • Robust plans for when the requirements as per the service specification are not met.  | **750 words****10%** |
| **Provider response:** |
| 2.2  | Describe how you will manage your resources to ensure that the most appropriate resource will be made available consistently and in line with the requirements of the Service Specification**.** | **500 words****10%** |
| **Provider response:** |
| 2.3 | Describe what arrangements are in place for any bank and agency staff used? How are you assured that the same standards of training and care are adhered to as permanent staff and any associated risk management / escalation plans if unable to achieve? Describe how any casual (bank or agency) staff are confirmed to be DBS compliant at the time you book them. | **750 words****10%** |
| **Provider response:** |
| 2.4 | Describe the processes you have in place to ensure that those representing your organisation have the skills, knowledge and experience to deliver the high standards required by the BSMHFT and BWC and what measures you will take to deal with a failure to achieve these standards as per the Service Specification. | **500 words****10%** |
| **Provider response:** |
| 2.5 | Describe your proposed costed staff rostering system for this contract to ensure staff get adequate rest between duties. | **300 words****10%** |
| **Provider response:** |
| 2.6 | Demonstrate how you will develop your staff including details of basic and specialist training that is provided and how on-going competence will be managed and maintained, including any award and accreditation schemes for staff. Include how you will ensure the staff who work on the contract remain up to date with new mental health guidance | **500 words****10%** |
| **Provider response:** |
| 2.7 | Describe how you undertake recruitment, selection, vetting and the performance monitoring of staff. | **500 words****10%** |
| **Provider response:** |
| 2.8 | Describe the facilitates within the estate that would be available to service users and their visitors | **500 words****10%** |
| **Provider response:** |
| 2.9 | Describe the outdoor facilities available to service users | **500 words****10%** |
| **Provider response:** |
| 2.1a | Describe your on-going environmental risk assessment process and how you will continually assess the service  | **750 words****10%** |
| **Provider response:** |
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| **PSR criteria 3 Integration, Collaboration & Service Sustainability (25% overall weighting)** |  |
| 3.1  | Detail the component parts of the service mobilisation activities that you would undertake in commencing this contract including a methodology in how your company will manage the mobilisation of the contract and include:* Detailed service mobilisation plan (detailing activities and timelines)
* Resource plan, including approach to securing sufficient estate and IT provision
* Recruitment, onboarding, workforce structure, example job plans and ongoing support plan
* Potential risk/challenges and mitigation plan
* Methods to help build and retain links with community services Please include how your service will remain proactive and responsive to new opportunities and emerging themes that offer our diverse cohort of service users their local connection with ongoing recovery focused support
 | **1500 words****20%** |
| **Provider response:** |
| 3.2 | Describe how you would seek to work collaboratively with BSMHFT and BWC to successfully achieve agreed outcomes and interventions for service users accessing the service. Where possible, please provide examples where you have delivered a similar service or worked in partnership with an NHS provider | **500 words****20%** |
| **Provider response:** |
| 3.3 | Please describe how you intend to build pathways with wider services in Birmingham to identify and respond to individuals local needs and help build resilience by connection with the service users local community | **750 words****20%** |
| **Provider response:** |
| 3.4 | Describe how you would control major and minor risks by providing a detailed Business Continuity Plan (BCP) for this contract including an assessment of risks e.g. risk, likelihood of occurrence, likely impact on the business, how you would mitigate this and provide a sample report to show the effectiveness of your plan. | **1000 words****20%** |
| **Provider response:** |
| 3.5  | How will you ensure the service is fully compliant with the requirement for 24/7 accessibility and there is not a barrier to admissions outside of usual working hours. Please include a description of your admission process | **750 words****20%** |
| **Provider response:** |
| **PSR criteria 4 Improving Access, Reducing Health Inequalities & Facilitating Choice (15% overall weighting)** |  |
| 4.1 | Describe how your quality management systems operate and how you would monitor the performance of the contract including, but not limited to: a) User feedback (Service User /families) b) User feedback (professionals) c) Critical incidents d) Safeguarding incidents e) Punctuality/timeliness f) Clinical documentation completion g) Clinical treatment/care effectiveness h) Safe staffing /ratio • Describe the processes in place to monitor and target 'improvement actions' towards each of these quality metrics. • Provide details of your complaints policy • Describe your escalation procedure, process for resolving and preventing recurrence of customer complaints, and complaint analysis reporting • Describe how incidents are reported and investigated? • Describe how your company actively seeks feedback from your service users on service quality and performance of personnel | **1000 words****40%** |
| **Provider response:** |
| 4.2  | Please describe how your organisation actively maintains service user involvement in regards to quality and performance. Please detail how this is used to continually improve the service.  | **300 words****20%** |
| **Provider response:** |
| 4.3 | Please describe how you will monitor the number of cases where referrals have been declined and how you will provide monthly feedback on reasons for declines | **500 words****20%** |
| **Provider response:** |
| **4.4** | Please describe your safeguarding process and policy including the training commitment to staff | **500 words****20%** |
| **Provider response:** |
| **PSR criteria 5 Social Value (10% overall weighting)** Bidder should use **Annex B8 Social Value Evaluation - Tender Response** to complete their responses to the below questions for this section only. |  |
| 5.1 | **Tackling Economic recovery:** Please provide details of the commitment your organisation will make towards tackling economic and health inequality; creating opportunities for employment, training and supporting educational attainment. | **300 words****25%** |
| **Provider response:** |
| 5.2 | **Health & Wellbeing:** Please provide details of the commitment your organisation will make towards improving health and wellbeing; demonstrating actions to support health and wellbeing, including physical and mental health in the workplace, and influencing others to support health and wellbeing? Please include any experience of public health activities you have delivered.  | **500 words****25%** |
| **Provider response:** |
| **5.3** | **Equal Opportunity:** Please describe what process you will put in place to monitor the diversity of patients who use the service and how will you respond to variations in their experience of your service. | **500 Words 25%** |
| **Provider response:** |
| 5.4 | **Reducing workforce inequalities:** Please provide details of the commitment your organisation will make towards tackling workforce inequality; demonstrating actions to identify and tackle inequality in employment skills and pay, supporting in-work progression to help people from disadvantaged or minority groups, and to manage the risks of modern slavery? | **500 Words 25%** |
| **Provider response:** |

***Evidence required***

Please refer to Eligibility Evidence in Section A of the Invitation to Tender (ITT)