



Annex A - Technical Questionnaire St Giles Wise



1. Criteria Questions

The tables below set out the Criteria Questions, weightings and any guidance or limitations relating to the provision of the Finance, Benefits and Debt Community Services.

Specification Compliance					
SD-001	Quality Threshold	Part A: Pass/Fail	Quality Weighting	Part A: Pass/Fail	Limitations
	Question				(insert wording – n/a)
	<p>PART A</p> <p>Please confirm that you will be able to comply with the entirety of the Finance, Benefits and Debt Service Category Specification as set out in Schedule 2.1 of the Call-Off Contract by the Call-Off Commencement Date.</p> <p>If you state "No", you must provide an explanation, detailing which areas of the specification you cannot comply with, and how you propose to mitigate these failings to ensure there will be no gaps in service delivery.</p>				
	Response				
	(Redacted)				
	Total Word Count – (Providers to self-populate)				35

Understanding the Local Landscape					
SD-002	Quality Threshold	60	Quality Weighting	15%	Limitations
	Question				<p>Up to 2750 words;</p> <p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</p>
	<p>The Authority requires the Provider the build and maintain relationships with local organisations, as outlined in the Service Specific Requirements tables of the specification.</p> <p>PART A:</p> <p>A-1) Please provide detail on how you will engage with the organisations listed in Schedule 2.1, Section 12 Finance, Benefit and Debt Service Requirements, FBD1 Engagement and Relationship, prior to the Call-Off Commencement Date, including examples specific to the Geographical Location, and how you will continue engagement to deliver the service. If you have existing relationships, please detail how you will develop and maintain these.</p> <p>A-2) Please explain how you will ensure and utilise an up-to-date record of services (including statutory) within the region, including how you will monitor and engage with new entrant organisations or services throughout the contract.</p> <p>A-3) Please detail how you envisage your service provision will work alongside local available services, such as statutory assistance offered by DWP, to deliver consistent provision for People on Probation and People in Prison of all risk/offence types.</p> <p>PART B:</p> <p>B-1) Please explain how you will tailor service delivery across the local landscape to meet the needs of People on Probation and People in Prison. You must evidence a clear understanding of the challenges across the region, and illustrate how this understanding will shape your service delivery approach to ensure there are no gaps in provision.</p> <p>B-2) Please outline how your service delivery will be responsive to changes within the landscape, specifically: - Gaps in services developing due to existing provision no longer being available - Prevention of overlapping service delivery in the event that a new provision becomes available - A change in the local profile of People on Probation, for example an increase in high risk volumes - In response to COVID-19.</p>				
	Response				
	PART A: (Redacted)				
	Total Word Count – (Providers to self-populate)				
Delivering Services to People on Probation					
	Quality Threshold	60	Quality Weighting	20%	Limitations

SD-003	Question				Up to 1250 words; The response should be entered in this table in the cell below; Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count
	The Authority requires the Provider to deliver, at a minimum, the activities outlined in the Service Specific Requirements tables of the specification. PART A: Please describe your full approach to delivering each of the activities stated in: A-1) FBD-2 Core Activities for Low Complexity People on Probation A-2) FBD-3 Core Activities for Medium Complexity People on Probation A-3) FBD-4 Core Activities for High Complexity People on Probation Including detail on how you will utilise the specified service delivery method and the relevant supplier personnel skills and knowledge that will be utilised for each activity.				
	Response				
	(Redacted)				
Total Word Count – (Providers to self-populate)				1,235	
Delivery Services to People in Prison					
SD-004	Quality Threshold	60	Quality Weighting	20%	Limitations
	Question				Up to 1750 words; The response should be entered in this table in the cell below; Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count
	The Authority requires that all staff personnel have the appropriate training and skill set to deliver the Services. PART A: Please describe your full approach to delivering each of the activities stated in FBD-5 Custody Delivery. Including detail on how you will utilise the specified service delivery method and the relevant supplier personnel skills and knowledge that will be utilised for each activity. PART B: Please explain how you will tailor service delivery to meet the needs of People on Prison. You must evidence a clear understanding of the challenges of in custody delivery and illustrate how this understanding will shape your service delivery approach. PART C: Please explain how your service provision will be continuously delivered in the event a PiP is transferred to a different custodial establishment within Part C of Schedule 2.1, and how you will ensure that service delivery is completed in the community in the event the PiP is released from custody prior to the completion of the invention.				
	Response				

	(Redacted)	
	Total Word Count – (Providers to self-populate)	1,740

Delivery of Services to all People on Probation and People in Prison					
SD-005	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question				Up to 750 words; The response should be entered in this table in the cell below; Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count
	The Authority requires the Provider to have clear procedures for responding to changes in the behaviour of People on Probation that may indicate an increased risk or concern. PART A A-1) Please explain your method of assessment to develop and appropriate Person on Probation Action Plan, specifically how this will enable you to recommend relevant activities that fit the needs of the Person on Probation. A-2) Please describe how you will account for the individual needs of the Person on Probation in the Action Plan, including: - Complexity Level - Risk of Serious Harm - Any identified risks/limitations relating to the offence PART B: Please explain how you will seek to continuously improve the service delivery, taking into account the Person on Probation's feedback captured in the End of Service report.				
	Response				
	(Redacted)				
	Total Word Count – (Providers to self-populate)				
				735	
Quality of Staff					
	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question				Up to 1000 words; The response should be entered in this table in the cell below; Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count
	The Authority requires that the Provider deliver the Services in a way that reflects each Person on Probation's Protected Characteristics and/or specific needs. PART A - Please outline the roles and responsibilities of staff personnel essential for delivering the activities in each of: A-1) FBD-2 Core Activities for Low Complexity People on Probation A-2) FBD-3 Core Activities for Medium Complexity People on Probation A-3) FBD-4 Core Activities for High Complexity People on Probation A-4) FBD 5 Core Activities for People in Prison including the appropriate skills and knowledge required for each role.				

SD-006	PART B B-1) Please describe how you will ensure that all Supplier Personnel who deliver or support to deliver the services will have the appropriate skills and knowledge as outlined in PART A of this question, and are able to work flexibly between FBD-2, 3 and 4 (community delivery) and FBD-5 (custodial delivery). B-2) Please explain of how you will ensure training is up to date throughout the duration of the contract, included in response to any key changes in legislation, policy or best practice.	
	Response	
	(Redacted)	
	Total Word Count – (Providers to self-populate)	989

Risk Management and Information Sharing					
SD-007	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question			Up to 750 words;	
	PART A A-1) How will you ensure that all Supplier Personnel will recognise and respond to both subtle and overt changes in behaviour that may indicate an increase in risk to PoPs/PiPs, Staff Personnel, Probation Practitioners or members of the public? A-2) How will you deliver activities to PiPs/PoPs where concerns around safeguarding, risk of serious harm or public protection have been identified by the Probation Practitioner in a way that takes full account of identifying, recording and informing the Probation Practitioner to a change in these risks?			The response should be entered in this table in the cell below; Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count	
	Response				

	(Redacted)	
	Total Word Count – (Providers to self-populate)	743

Equalities

SD-008	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question				<p>Up to 2000 words;</p> <p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</p>
	<p>PART A: Please confirm that you will both comply with and enact your responsibilities as listed under the 2010 Equalities Act, particularly in respect of the public-sector equality duty to have due regard to the needs of each protected characteristic to:</p> <ul style="list-style-type: none"> - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited in the Act - Advance equality of opportunity between people who share a protected characteristic and those who do not - Foster good relations between people who share a protected characteristic and those who do not <p>PART B: Please explain how your service provision will be tailored to ensure improved outcomes for all vulnerable groups as listed below:</p> <p>B-1) Transgender Service Users, B-2) Black, Asian and minority ethnic (BAME), B-3) Young Adults (YA), B-4) Service Users with physical and/or mental health difficulties, B-5) Service Users with learning difficulties and disabilities, B-6) Foreign national offenders, B-7) Service Users who are Veterans, B-8) Gypsy, Roma, Travellers (GRT) B-9) Neurodiversity</p>				
	Response				
(Redacted)					

IM-001	Question	Up to 1000 words;
	<p>The Authority requires evidence and assurance from the Provider that their implementation plans are robust, credible and achievable.</p> <p>PART A</p> <p>A-1) Please complete and attach an Implementation Plan as per Call-Off Schedule 6.1</p> <p>A-2) Please explain how you will ensure the implementation plan is successfully achieved by the Call-Off Commencement Date. This should include how critical activities will be completed to ensure the delivery of services, supported by digital and technology, information security, workforce and estates.</p> <p>PART B: Please complete a RAID (Risks, Assumptions, Issued and Dependencies) log outlining the key challenges you expect to encounter while implementing the services and how you intend to mitigate these risks.</p>	<p>The response to Part A should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count.</p> <p>For Part A - Please submit an implementation plan below</p> <p>Please complete the template RAID log below</p>
	Response	
	(Redacted)	
	Total Word Count – (Providers to self-populate)	<p>996</p> <p>(Redacted)</p>



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