**Community Counselling (C387018) – PROC.90.0029**

**Technical Response**

Please submit a response to the below technical questions as part of your bid. Please answer all questions, for any questions which have not been responded to, evaluation will be scored at 0 for the question.

Please submit all responses to the Atamis tender portal in word, PDF or other suitable format.

Word counts do no include annotations or images; however these should not be used as an attempt to overcome the word count by including blocks of text or paragraphs.

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|  | Section A: Quality and Innovation  *extent to which an arrangement with a provider could-*  *(a) generate new and significant improvements in the promotion and adoption of proven innovations in care delivery.* | | |
| *Question / Note to Suppliers* | *Description / Note Details* | *Word Count* | *Weighting* |
| Q1 Service Model | Describe the service model that you will put in place to meet the service specification, focusing on how you will fulfil the authorities requirements addressed at providing good quality service and reducing health inequalities within the localities? | 500 | 10% |
| Q2 Performance Management | How will you internally manage the performance of the service and report on activity, identifying any possible opportunities for improvement?  Include how you will measure performance against aims and outcomes listed within the specification, and what action will be taken to rectify any possible deviations. | 300 | 3% |
| Q3 Measuring Outcomes | Which outcome tool(s) will you use to monitor outcomes? How will these be collected? | 300 | 3% |
| Q4 Service User Transition | How will you ensure that existing service users transition into the new model, from current model, as seamlessly as possible? | N/A | Informational purposes only, not evaluated |

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|  | Section B: Integration, collaboration and service sustainability  *that is the extent to which services can be provided in—*   1. *an integrated way (including with other health care services, health-related services or social care services),* 2. *a collaborative way (including with providers and with persons providing health related services or social care services), and*   *a sustainable way (which includes the stability of good quality health care services or service continuity of health care services),* |

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| Q5 Partnership Working – in locality | Who are the partners in your bid?  How will the partners work together to meet the outcomes in the service specification? And how data will flow from partners to the lead provider? | 500 (List of partners does not constitute part of the word count) | 3% |
| Q6: Partnership Working – across BSOL | How will you adopt and promote partnership working with other lead providers across Birmingham and Solihull?  e.g. ensuring referrals reach the provider which best meets a person’s needs and maximising service delivery | 300 | 3% |
| Q7: Implementation | Please describe your over-arching implementation plan indicating key milestones for the first year and a detailed plan for the first 3 months of delivery. | 300 | 3% |
| Q8: Crisis Management | Please describe how you would manage a situation where an individual presents in crisis and address any safeguarding issues that may arise. | 300 | 3% |
| Q9: Business Continuity | Please describe your approach to maintaining business continuity for the duration of the contract. | 300 | 3% |
| Q10: Staffing Structure | Please provide the proposed staffing structure for the service | 300 | 5% |
| Q11: Recruitment and Retention | Please describe how you will recruit and retain staff/volunteers/placement students with appropriate skills and qualifications to ensure the delivery of the required outcomes. | 300 | 3% |
| Q12: Managing Staff | Provide details on processes for managing staff including performance, induction, training, wellbeing in the workplace and retention | 1000 | 10% |
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|  | | Section C: Social Value  *How proposals might improve economic, social, and environmental well-being of the area relevant to an arrangement.* | | | |

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| *Question / Note to Suppliers* | *Description / Note Details* |  |  | |
| Q13: Social Value | How will you demonstrate social value throughout the term of the contract?  Providers should detail a range of information including (but not limited to): - Added Value to the provision of contracted services - How they work with local communities  - Employment/volunteering/training opportunities for local communities - How the service (s) benefits people living in the local community | 500 | 20% | |
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|  | Section B: Improving access, reducing health inequalities and facilitating choice  *that is ensuring accessibility to services and treatments for all eligible patients, improving health inequalities and ensuring that patients have choice in respect of their health care* |  |  | |
| *Question / Note to Suppliers* | *Description / Note Details* |  |  | |
| S1 Service Accessibility | How will you ensure that the service is accessible to all service users (including those with a physical, sensory or learning disability, neurodiversity and language needs)? | 300 | 5% | |
| S2 Equality of Access | How will you offer a flexible service that provides equality of access to service users across Birmingham and Solihull?  Include:  How will your service reach seldom heard groups and address any cultural barriers?  Any details of accessibility via public transport and/or car parking for service users in your response. | 600 | 3% | |
| Digital | How will you will utilise digital technology and innovate with this to achieve the aims and objectives within the specification? | 300 | 3% | |
| S3 Co-Production | Please describe your approach to co-production in the design, delivery and evaluation of the service. Please also describe methods you have used to ensure co-production. | 300 | 3% | |
| S4 Service User Satisfaction | How will you measure service user satisfaction and adapt the service based on feedback to meet patient needs? | 300 | 3% | |
| S6 Monitoring Diversity | What process will you 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? | 300 | 3% | |
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|  | Section D: Data Security / Information Governance  *Ensuring sound protections and governance of patient data and information, alongside system compliance and integration.* |  |  | |
| *Question / Note to Suppliers* | *Description / Note Details* |  |  | |
| U1a IG & Data Security policies | Please confirm your organisation has the following current and ratified policies in place: - Confidentiality Policy compliant with Caldicott requirements - Policy to ensure compliance with the Data Protection Act 1998 - A Records Management Policy - IM&T Security Policy  and they are reviewed and updated on a regular basis and made available to all staff. | Yes/No | Pass/Fail | |
| U1b IG & Data Security policies | How will you monitor the implementation and effectiveness of the policies listed above?  Explain how you would manage an incident in which a staff member breaches the Data Protection Act. | 300 | 5% | |
| U2 IM&T systems | How are the Information Management and Technology (IM&T) systems you intend to use to service this contract suitably protected and governed to ensure that access to Personal Confidential Data is strictly limited to staff who need access to it to perform their duties? | 300 | 3% | |
| U3 IG & Data Security | Briefly describe any Information Governance training made available to your staff and the staff of your partners. How often this is undertaken and what percentage of staff are currently compliant? | 300 | 3% | |
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|  | Section: Value  *The need to strive to achieve good value in terms of the balance of costs, overall benefits and the financial implications of a proposed contracting arrangement* | | |
| *Question / Note to Suppliers* | *Description / Note Details* | | |
| Value | Where contracts are awarded to organisations within your bid, please confirm whether you would you hold the appropriate reserves to cover 3 months of the contract value? | N/A | Informational purposes only | |