Annex A1

Technical Questionnaire

Contents

1. Introduction

1.1   This document allows us to evaluate the quality of your Service proposal for Circles of Support and Accountability (CoSA) for the region selected in the question before the Mandatory Declarations.

1.2   The document is split into 3 sections;

    1.2.1   Region of this response

        1.2.1.1   Please submit one copy of this template per lot you are bidding, this template is applicable the following Lots:

- East Midlands

- East of England

- London

- North East

- North West

- South Central

- South West

- Wales

- West Midlands

- Yorkshire and the Humber

        1.2.1.2   Note: The Technical Questionnaire for Kent, Surrey and Sussex differs to this form. Please do not submit this form in response to Lot 3 – Kent, Surrey and Sussex.

    1.2.2   Mandatory Declarations

        1.2.2.1   Please populate the checkbox table selecting 'Yes/No' from the drop down in the end column, and entering any additional information in the bottom row;

        1.2.2.2   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. The Authority shall assess the mitigation provided and may, at its discretion, request additional information in relation to the submission where this requirement has not been substantially met and;

        1.2.2.3   reserves the right to disqualify the Bidder from the Call-Off Competition, in accordance with 1.2.2.2.

    1.2.3   Technical Criteria

1.2.3.1 Please provide a written response in the section marked 'Response' on each table

1.3 Bidders should complete all sections within this document if they wish to bid for Circles of Support and Accountability (CoSA) for any of the Lots.

1.4 The Methodology given within table 1 below will be used for the evaluation of the quality criteria unless otherwise specified within the response requirement.

1.5 Bidders should fully explain their answers and provide evidence backed up with examples to the question specifics. Bidders should aim to give the evaluator confidence that they can deliver the proposed service with features and benefits to MoJ. Unsubstantiated claims will not be given higher marks. Under no circumstances include any marketing information, materials and/or handbooks within your bid unless specifically requested to do so within the Limitation boxes.

1.6 Bidders should always provide their best possible proposal and answers for each individual question.

1.7 The Bidders Responses to each of the Award Criteria questions will be scored and weighted as shown in each individual question. These scores will determine the most economically advantageous Tender.

1.8 A statement that a particular requirement will be met is not in itself sufficient. Such Responses, or Responses that are ambiguous, may be taken as failing to meet the Requirement. Detailed information regarding how, when and to what extent a Requirement can be met must be provided where appropriate. Furthermore, if any requirement or part of a requirement cannot be met, this must be stated explicitly along with the reason why.

1.9 Bidders should be mindful that each criteria question may be evaluated in isolation. Where a bidder has already provided information that addresses a specific requirement in another question, this information should be re-stated, not simply referenced. Please note that any Response simply making reference to handbooks, marketing material or accreditations and not describing how this will be applied to the Requirement will not be accepted.

1.10 Please provide Responses clearly and concisely in a question answer format.

1.11 Word Count – All word counts stated for each specific question must be adhered to, if a response exceeds the relevant side limit, or the Authority determines a Supplier has included additional text as including but not limited to those identified in para 1.8, the additional text will not be considered by the Authority and will not be taken into account for the purposes of evaluation or moderation.

1.12 The technical evaluation will be split into a Mandatory Declaration checklist, and 4 Technical Criteria sections which have been weighted accordingly;

1.13 The Weightings of these sections will total 100% the weighting of each question is detailed below in the relevant section of the criteria, the response to each question will be evaluated and scored based on either;

(a) a pass/fail basis

(b) a weighted score with a minimum quality threshold; or

1.14 The Questions listed below will be evaluated against the criteria and scoring matrix detailed.

1.15 Technical Questionnaire responses should be uploaded as a <u>word document</u> to the appropriate question on the eSourcing portal. PDF documents's will not be accepted unless explicitly stated as otherwise in the limitations.

2.   Scoring Methodology

2.1   The methodology given in the table below will be used for the evaluation of the award criteria unless otherwise specified within the Response requirement.

QUALITY THRESHOLD SCORE (%)	ASSESSMENT	INTERPRETATION
100	Exceptional	The Supplier's response: (a) meets all of the minimum stated criteria in an **exceptional manner** with a robust proposal that provides full confidence of an overall **extremely effective solution**, including the relevant ability, understanding, expertise, skills and/or resources *OR* (b) meets all of the minimum stated criteria in an **acceptable manner** with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, *AND* provides evidence of factor(s) that will add **exceptional value** beyond what is described in the criteria.
86.6	Very Good	The Supplier's response: (a) meets all of the minimum stated criteria in a **very good manner** with a robust proposal that provides full confidence of an overall **very effective solution**, including the relevant ability, understanding, expertise, skills and/or resources *OR* (b) meets all of the minimum stated criteria in an **acceptable manner** with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, *AND* provides evidence of factor(s) that will add **significant value** beyond what is described in the criteria.
73.3	Good	The Supplier's response: (a) meets all of the minimum stated criteria in a **good manner** with a robust proposal that provides full confidence of an overall **effective solution**, including the relevant ability, understanding, expertise, skills and/or resources *OR* (b) meets all of the minimum stated criteria in an **acceptable manner** with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, *AND* provides evidence of factor(s) that will add **some value** beyond what is described in the criteria.
60	Acceptable	The Supplier's response: meets all of the minimum stated criteria in an **acceptable manner** with a proposal that provides full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources. There may be **minor concerns** which are **easily resolvable** and in any event which **do not have a material impact** on the overall acceptability of the proposal.
40	Minor Reservations	The Supplier's response: does not fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but does not provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources causing some **minor reservations** in one or more areas which **may be resolvable** but, if not, **may have a material impact** on the overall acceptability of the proposal.
20	Major Reservations	The Supplier's response: does not fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but does not provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing one or more **major reservations** in one or more areas are **unlikely to be resolvable** but and **may have a material impact** on the overall acceptability of the proposal.
0	Unacceptable	The Supplier's response: does not meet one or more of the minimum stated criteria in an acceptable manner and/or contains insufficient information to provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing **major reservations** in one or more areas that are **not resolvable** and **will have an impact** on the overall acceptability of the proposal.

3.   Region of this response

Please select the region of this response:

Lot 8 – (CoSA) - South West

Please rename this file with the same name convention described in the Annex B – Financial Model, but replacing FRT for TQ.

4. Mandatory Declarations

	Question Area		Requirement – Select Yes/No	
MD-001	Service Description	1	Please can you confirm you have reviewed 'Schedule 2.1 – Services Description' and confirm that you understand and can deliver on the requirements and outcomes therein?	Yes
	Digital & Technology and Information Assurance	2	Please can you confirm that your organisation will comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018?	Yes
		3	Please can you confirm you have reviewed, understood and will be compliant with Schedule 2.3 (Standards) and Schedule and 2.4 (Information Security and Assurance) of the Framework Agreement?	Yes
		4	Please can you confirm your organisation will be compliant with the requirements of Security Level 1 (SL1)? To note; this includes Cyber Essentials (Basic) no later than two weeks prior to Call-off Commencement Date.	Yes
		5	Please can you confirm your organisation will upgrade to Cyber Essentials Plus, and comply with Service Level 2 (SL2), Service Level 3 (SL3) or Service Level 4 (SL4) of Schedule 2.4, if the Authority, at its sole discretion, determines additional Information Assurance is required of the Bidder of this contract at any stage during the contract term?	Yes
	Estates	6	Please confirm your compliance that services will be delivered in a way that supports environmental sustainability, in accordance with Schedule 2.3 of the Framework Agreement.	Yes
		7	The Bidder shall have a duty of care to provide a facility that meets basic H&S standards and is accessible to People on Probation and Bidder Personnel with protected characteristics (in the main but not limited to physical impairments), and takes into account the specific needs of users of the service in question. Please can you confirm that you will comply with this requirement?	Yes
		8	Please can you confirm your organisation will be compliant with the Legal and Regulatory Requirements as outlined in Appendix 1 – CoSA Supplier Own Site Suitability Review?	Yes
		9a	Please can you confirm your organisation will be compliant with the Best Practice Requirements as outlined in Appendix 1 – CoSA Supplier Own Site Suitability Review? (where this isn't possible please confirm you will comply with ~~4b~~ 9a to pass this mandatory question)	Yes
		9b	Where you can not comply with ~~4a~~ 9a please confirm you agree that adequate consideration has been applied and where necessary, mitigations are in place or are in development, and will be agreed by the Authority?	Yes
		10	Not applicable	Choose an item.
		11	Please can you confirm that your estates solution will deliver an appropriate number of suitably geographically dispersed sites that reflect the needs of the service?	Yes
	Workforce	12	Please confirm that you have appropriate processes in place to effectively carry out a relevant transfer under TUPE in the event of this being required, including accuracy and timeliness of payroll and pension payments with no disruption to transferring staff, and replication of contractual terms as necessary? Please note that all Providers must respond to this question in line with the documentation provided in this Tender process, and that no other consideration(s) should be taken into account.	Yes
			Enter any additional comments here Re (12) TUPE question: we have answered yes in principle but understand that TUPE does not apply to this competition, as comfirmed in the clarification log 010922	

4.   Technical Criteria Questions

5.1   The tables below sets' out the Award Criteria and weightings relating to the provision of the Circles of Support and Accountability (CoSA), please provide your responses to each requirement in the 'Response' box, and upload the completed document to ITT_6417 question 1.2.1 in the technical envelope on the Jaggaer esourcing portal.

5.2   In responding to the technical criteria questions, Bidders are required to provide detail on <u>all </u>the following areas (these are the Authority's "minimum requirements").

5.3   Bidders should have regard to the appropriate scoring Matrix and the Specification (Schedule 2.1 of the Draft Call-Off Contract) and the wider Draft Call-Off Contract Documentation where appropriate when responding to the question (and should note that since the requirements listed are expected to be covered as a minimum, it may be appropriate for Bidders to include additional information as part of the response to the question in order to achieve a higher score).

TC-001 – Approach to Service Delivery				
Weighting:	30%	**Quality Threshold:**	60	**Limitations**
Question: The Authority requires the Bidder to deliver, at a minimum, the requirements outlined in the Overview of Service Requirements of the specification (Schedule 2.1) throughout the duration of Call-Off delivery period. **Part A** **A-1)** Please describe your full approach to delivering the requirements stated in 'Section 6 Overview of Service Requirements' (Schedule 2.1 of the Call-off Contract), including how you will ensure that Supplier Personnel maintain the CoSA standards required in the Circles UK Code of Practice as volumes of referrals fluctuate. **A-2)** Please explain how your approach described in part A will be tailored to meet the needs of Person(s) on Probation with protected characteristics. You must demonstrate an understanding of the challenges faced by Person(s) on Probation with each of the protected characteristics as stated in G1, Schedule 2.1 of the Call-Off Contract and how you aim to mitigate these. **PART B:** **B-1)** Please explain how you will tailor service delivery across the local landscape to meet the needs of People on Probation, including those who are difficult to reach geographically and those who find it difficult to engage. 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 a responsive delivery model with no gaps in provision. **B-2)** Please outline how your service delivery will be responsive to changes within the landscape, e.g. in response to a pandemic for example COVID-19.				**Up to 2,000 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.** **Line spacing 1.5** **Arial font size 11**
Response				

PART A: A-1

CSW's 12 year proven track record of providing CoSA in the SW region for PoPs convicted of sexual offences, assessed as high or very high ROSH, is evidenced by:

- o provision of 214 CoSA
- o 5 years' process and impact research by Research in Practice (independent evaluator) evidencing statistically significant reduction of core member dynamic risk
- o exemplary compliance with CoSA CoP; 97.7% compliant (Circles UK Review June 2021)
- o 2019 Robin Corbett Award for Prisoner Re-Integration
- o HMI Probation's 2021 evidence base on sexual offending highlights that CoSA reduce risk and reoffending using CSW's explainer 'How Circles Work' https://youtu.be/WwD5ONPA1_Y

CSW's robust policies/procedures ensure that CoSA CoP standards are maintained to the highest level, including:

- o CSW's 'CoSA Practice Standards Manual' provides guidance/templates ensure CC defined operational standards
- o Comprehensive training, guidance and support package
- o CSW's Training Workbook
- o CSW's CoSA Volunteer Handbook
- o Information sharing and service level agreements with MAPPA and partner agencies
- o CoSA case files maintained on secure centralised company network.

Since 2017 Research in Practice has independently evaluated 124 CSW CoSA evidencing that they help PoPs desist from sexual offending and facilitate their safe integration, with these outcomes:

- o 80% had improved well-being
- o 78% were better managing their sexual thoughts and behaviour
- o 73% were less isolated
- o 69% had reduced their general risk
- o 68% had increased involvement in hobbies/activities
- o 52% were more engaged in education, training and volunteering.

Our personnel structure is agile and responsive across a huge geographical area meaning we ably manage the fluctuating demand of referrals and income streams and can source additional interim capacity. Our professionally qualified, highly experienced staff bring expertise in the field of sexual offending. CC are home based, coordinating CoSA in their geographical area. Volunteers are also recruited locally, their knowledge of local resources benefitting PoP. Volunteers commit for 18 months so that each core member has a consistent group of 4-6 volunteers and the same CC throughout. Rarely a volunteer withdraws but we have systems in place to review and replace. CoSA meetings are held at risk assessed community venues. Robust procedures maintain the safety of volunteers and PoPs e.g. core member vulnerability screening tool, frequent communication with PP and police. PoPs and volunteers are not permitted individual contact and CoSA only take place when a minimum of 2 volunteers are present.

Volunteer retention is high with the majority of our current 138 having previously volunteered in a CoSA.

CoSA are delivered over 18 months; Phase 1 being 12 months and Phase 2 being up to 6 months. The attached CSW-CoSA_TQ001_Infographic_SW explains how CoSA work. The processes underpinning the journey of the PoP are represented on the attached CSW-CoSA_TQ001_ProcessFlowchart_SW. CC ensure that the PoP and volunteers are understand that the CoSA will end within 18 months and succession planning occurs from the outset CoP compliant exit arrangements in place.

We have excellent working relationships with local PP, a critical member of the outer circle. Close, secure and speedy liaison between CSW and PPs is crucial to CoSA e.g:
  o CSW consults PP on the volunteers selected
  o PP's attendance at the briefing meeting ensures that risk information is shared and an appropriate action plan is designed
  o PP receives meeting minutes or is advised if the PoP failed to attend (1 working day)
  o CSW communicates immediately (same day) with new information about risk, completing required incident forms
  o PP's attendance at Review meetings facilitates sharing and action plan adjustments

CSW completes an end of service report, including a PoP satisfaction survey (with PP in 5 days).

PART A: A-2

CSW's EDI Strategy sets out our commitment to:

- create an inclusive culture fosters belonging and respect, values and celebrates difference for all
- ensure that EDI underpins everything we do and everything we say.

We engage EDI consultant Ngozi Lyn Cole to ensure that we maintain these standards. All personnel engage in EDI training, We strive for greater diversity across service users and personnel to be more representative of local communities. Our recruitment strategy and monitoring procedures reflect this ambition.

CSW recognises the reality of discrimination against groups/individuals based on each of the 9 Protected Characteristics, and other characteristics; we believe that no individual or group should be disadvantaged. We ensure that each PoP's Protected Characteristics and/or specific needs are identified with adjustments made wherever possible, for example:

- Referral Form and CC/PP initial conversation identify individual, additional and specific needs of PoPs with Protected Characteristics
- initial assessment provides a detailed assessment of risk and needs
- this informs how CoSA are structured e.g. volunteers; venue accessibility; materials/communication methods
- this informs our delivery as reflected in the PoP Action Plan.

Examples of our approach:

- CoSA adapted for young adults recognise their challenging transitional stage, their maturation and development needs. We include community activities as part of the CoSA, effective in maintaining their engagement. Specialist CC lead young adult CoSA, providing additional Volunteer training in working with young adults. There is a different focus e.g. developing independence (many are care leavers); resistance to negative peer influence.
- A CoSA for a young Romanian woman included her mother in the outer circle; we engaged a translator to facilitate her inclusion in Review meetings.
- Our adapted CoSA for adults with intellectual disabilities are led by a specialist Coordinator providing specific training for volunteers, adapting materials and communication.

o We have provided CoSA for a small number of Transgender PoPs and are sensitive and responsive to their particular needs.

We enabled a volunteer who is registered blind to engage by providing suitably adapted training materials, ensuring an accessible venue and allocating another volunteer as a buddy offering practical support.

PART B: B-1

Our experience of providing 214 SW CoSA over 12 years means we understand the geography of this, the largest region in England (population over 5m). The organisation is structured and services designed meet the needs of our service users, irrespective of location.

We deliver CoSA in the largest conurbations of Bristol, Bournemouth/Poole and Plymouth as well as the smaller settlements of less than 10,000 people in which a third of the region's population live. There are 4 county councils and 12 unitary authorities; we also work closely with the region's 5 police forces.

We are adept at implementing creative solutions to the obstacles that the complex, sprawling SW region presents, as well as tailoring CoSA to meet the needs of individuals with whom services find it difficult to engage. For example:

- o CC are home-based across the region
- o 2–day mandatory volunteer core training and assessment event is a residential weekend event held bi-monthly
- o monthly staff team meetings are held alternately in Taunton and via Zoom
- o CoSA meetings take place in suitable risk assessed local community venues, convenient to core member and volunteers
- o Volunteers are recruited that reflect the diverse characteristics of local communities and are matched with a core member in their vicinity;
- o A core member living temporarily at Meneghy Approved Premises (Cornwall) took the train to Exeter for his weekly CoSA meeting as this was where he planned to live
- o A Plymouth CoSA group of volunteers met with the core member via video link pre-release in custody at HMP Leyhill (Gloucestershire)
- o A recent CoSA for a young Romanian woman included her mother in the outer circle; we engaged a translator to facilitate her inclusion

Adapted CoSA for adults with intellectual disabilities are led by our specialist Coordinator leading this work, providing specific training, materials and communication skills for volunteer working with this group.

PART B: B-2

CSW is an agile provider, highly responsive to the often rapidly changing environment in which it works. For example, in the Covid-19 pandemic we made swift and difficult decisions and very quickly changed our approach to ensure suitably adapted provision for service users. The resilience, innovation, flexibility and determination of our personnel resulted in a remarkable level of service provision. This was dependent on carefully considered strategic decisions made in response to emerging issues, including:

- o new policies and procedures designed and implemented
- o transitioning CoSA provision online for Lockdown#1 with contingencies where this was not possible
- o transitioning to Covid-secure face-to-face CoSA provision from July 2020 within the parameters set out by Public Health England
- o adopting a 'stop the clock' strategy deferring some restricted income.

We adapted our provision in response to the ever-changing pandemic restrictions imposed and our volunteers were pivotal to this. We continued to provide Covid-secure, person-centred services mindful of risks and accommodating their needs.

We were also quick to respond the unexpected opportunities; in 2021 CSW provided the HMPPS Telephone Befriending Support Service for 23 PoPs in Kent, Surrey and Sussex.

Total Word Count – (Bidders to self-populate)	1996 Word count includes 2 attachments: CSW-CoSA_TQ001_Infographic_SW CSW-CoSA_TQ001_ProcessFlowchart_SW

TC-002 – Supplier Personnel Skills and Continuity

Weighting:	25%	Quality Threshold:	60	Limitations

Question:	Up to 1,500 words;

The Authority requires the Bidder to advertise, recruit, train, support and retain Supplier Personnel (including volunteers) across the region to be able to deliver the Circles of Support and Accountability Service in a way that, reflects the diversity of the local community as outlined in the Overview of Service Requirements of the Specification (Schedule 2.1 of the Call-Off Contract).
 	
PART A:
 	
A-1) Please provide detail on how you will recruit volunteers and prior to the Call-Off Commencement Date, including examples specific to the Geographical Location, and detailing the specific advertising methods you will utilise to promote role attraction. Please outline how you will continue to build the pool of volunteers thereafter to maintain delivery of the service. If you have an existing pool of volunteers, please detail how you intend to use these volunteers.
 	
A-2) Please explain how your approach to A-1 will maximise opportunities for attracting people from diverse backgrounds, including those with protected characteristics, to build a pool of volunteers that represent the diverse characteristics of communities in the local geographies.
 	
A-3) Please explain how you will manage your Supplier Personnel (including volunteers) in the events of fluctuating referral volumes (both increasing and decreasing).
 	
PART B:
 	
B-1) Please describe how you will ensure that all Supplier Personnel (including volunteers) who deliver or support to deliver the services will have the appropriate skills and knowledge.
 	
B-2) Please explain how you will ensure training is up to date throughout the duration of the contract, including in response to any key changes in legislation, policy or best practice (specifically updates to Circles UK Code of Practice).
 	
Part C:
Please describe what considerations you will make to ensure service continuity in the event of disruption and changing landscapes, in particular the following staffing events:
   a) Annual leave;
   b) Staff sickness;
   c) Attrition.
	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.
	
	Line spacing 1.5
	
	Arial font size 11

| (NB: You may wish to use examples and/or case studies of how you have previously handled similar situations). | |

Response

PART A: A-1

We have a 12 year proven track record of recruiting and retaining CoSA volunteers across the region. Last year 166 volunteers engaged in 53 CoSA. Our existing pool of 138 volunteers are located across the region; 75 are engaged in a CoSA and 63 await allocation. Many have previously volunteered in a CoSA.

Intense volunteer recruitment during mobilisation combined with our existing volunteer pool will mean sufficient volunteers prior to Call-Off Commencement. Thereafter, a targeted recruitment programme will ensure volunteer supply meets demand.

Volunteer recruitment is driven by our Volunteer Coordinator. A dynamic volunteer recruitment strategy includes detailed analysis of requirements in each area. High level objectives are to:
 ➢ recruit sufficient volunteers to meet service delivery requirements across the region
 ➢ widen the diversity of our volunteer pool to reflect the characteristics of the local communities.

We regularly monitor and report on volunteer diversity, aiming to recruit more volunteers with protected characteristics.
We advertise widely, including:
 o Do-it
 o Social media
 o Circles UK and CSW websites
 o TV and radio
 o Via partner organisations
 o Criminal justice/volunteering publications
 o Volunteer bureaus

- o Universities/colleges
- o CSW supporters (c900 contacts) via quarterly newsletters
- o Word of mouth

We undertake targeted advertising campaigns, engaging with under-represented groups in local areas e.g. Black South West Network.

We carefully select volunteers following comprehensive vetting, assessment and training, in accordance with our Safer Recruitment Policy and compliant with CoP requirements i.e.

- o Application form
- o 2 references
- o Criminal records (DBS) check
- o Pre-training interview
- o 2 day residential training and assessment
- o Post-training interview

We are adept at retaining volunteers. Research in Practice (independent evaluator) reported *"CSW is considered welcoming and inclusive with volunteers feeling appreciated and supported".* Of the 154 CSW CoSA volunteers surveyed:

- ➢ 99% Volunteers felt supported
- ➢ 99% Volunteers felt safe
- ➢ 96% Volunteers recommend volunteering with Circles South West
- ➢ 92% Volunteers found their experience rewarding
- ➢ 83% Volunteers intend to volunteer in another Circle

We have an annual programme of certificated development training (e.g. motivational interviewing, wheel of life) and role specific training. CCs provide volunteers with regular supervision. Volunteers are involved in strategic working groups (e.g. EDI) and at Board level. Exit interviews contribute to organisational learning.

Our volunteers have varied backgrounds, skills and knowledge. Coordinators carefully select volunteers for every CoSA, mindful of the needs of the core member and the other volunteers. Our volunteer database cites locality, experience and preferred core member type as well as particular (protected) characteristics that might align with core member identity.

PART A: A-2

Informed by our EDI strategy, our recruitment strategy is predicated on attracting volunteers from diverse backgrounds; including those with protected characteristics. We are very knowledgeable about our local communities striving to ensure our volunteers represents the diverse characteristics in the local geographies where services are provided.

SW is a predominantly rural region; a few large cities (Bristol, Plymouth) have significant numbers of different ethnic groups. We recruit BAME volunteers by targeting our advertising to local organisations (e.g. Black South West Network). Currently, our volunteers' ethnic make-up is predominantly White British (86%) which reflects the ethnic make-up of south west communities (91.8%) and our service users (95%). We strive to attract more people from other ethnic backgrounds. However, rurality is a challenge as remote communities lack the resources of large conurbations. We therefore provide travel allowances, encourage car sharing, provide some online development training and residential training events.

Volunteers complete diversity monitoring on application. We can evidence increasing numbers with protected characteristics, specifically ethnicity, sexual orientation, physical and mental disabilities.

PART A: A-3

CSW's multiple short-term funding streams dictate capacity which in turn demands flexibility to manage fluctuating core member referral volumes. We will draw on this experience to manage personnel thus:

Volunteers:
  o   advise that appointment to a CoSA could be immediate or not thus managing expectations

- maintain interest with monthly development training, peer support, working parties, staff recruitment panels
- offer interim alternative roles e.g. HMPPS Telephone Befriending Service
- schedule additional volunteer core training and assessment at short notice if necessary
- offer the opportunity to volunteer in more than one CoSA

Staff:
- our flexible workforce are qualified/experienced to cover all aspects of our work so we can redeploy staff time if necessary
- Annual Leave is carefully managed to ensure adequate cover
- Centralised shared CoSA casefiles mean all staff can access information as required, as demonstrated during Covid; with most CC furloughed the Operations Manager covered the work, ensuring that safeguarding and public protection issues were addressed
- We expedite staff recruitment when necessary. Pending recruitment, we have suitably qualified sessional workers to cover.

PART B: B-1

Our staff and volunteers are our most important resource and we ensure that they have the knowledge, skills and attributes required. This includes CoSA specific induction and core training and continuous professional development alongside regular professional support and supervision. Our professionally qualified staff are specialists in the field of sexual offending. Their experience and knowledge includes understanding the characteristics, theory and causes of harmful sexual behaviour; they are fully conversant in risk management and safeguarding; with practical experience of risk assessment and management of people who have sexually harmed. This is verified during our robust 'assessment centre' recruitment process which includes a volunteer panel.

Staff are required to:
- undertake mandatory training e.g. safeguarding, EDI, data protection
- attend two 'emotional health and wellbeing' sessions per year with an independent counsellor
- attend 2-day Circles UK CC Induction event, ensuring they understand how CoSA work, the underpinning framework and Circles UK's role
- attend 2-day CSW CoSA volunteer core training and assessment event (that they subsequently co-deliver). This ensures consistency and a good knowledge and understanding

- o engage in monthly individual line-management supervision
- o engage in quarterly CoSA practice forums
- o engage in continuous professional development

CSW's Core Training programme ensures that all personnel working with PoPs have a relevant skill set e.g.

- o safeguarding children and adults, including domestic abuse
- o ability to listen, communicate and to motivate PoPs
- o work with PoPs with varying complexity of needs
- o be alert and responsive to behaviour/information impacting ROSH, including substance misuse
- o respond appropriately to challenging behaviour
- o embracing diversity
- o ensuring confidentiality and data protection
- o be alert to extremism and organised crime

Following their pre-training interview, prospective Volunteers are required to attend CSW's in-person mandatory 2-day (residential) CoSA Core Training and Assessment event to:

- o assess their attitudes and motivation regarding people who sexually offend
- o provide them with an understanding of treatment models
- o equip them with essential skills and knowledge to be an effective volunteer
- o ensure their familiarity with CSW and CoSA policies/procedures

Volunteers are issued with CSW's Training Workbook, comprising comprehensive core training information and CSW Volunteer Handbook, comprising volunteer related policies and procedures.

This programme is fully compliant with CoP requirements and has been assessed by Circles UK as exemplary.

Volunteers are required to engage in regular individual and group supervision with their CC.

PART B: B-2

CSW's Training Lead and senior staff ensure that training is up to date, including keeping abreast of and interpreting relevant changes in legislation and policy, and emerging best practice. CSW's core training package is regularly reviewed with substantive updates made annually (unless more pressing). CSW's quarterly Practice Forum, led by our Operations Manager, is specifically designed for CC to share knowledge and undertake peer supervision. CC receive up to date research articles via memberships of e.g. NOTA, Journal of Sexual Aggression. Coordinators also liaise frequently with probation, prison and police MOSOVO teams and are apprised of updates to practice, legislation and risk assessments. Our Board of Trustees includes leading academics meaning we have direct input on latest research.

Our excellent 12 year working relationship with CUK means we communicate regularly on a range of CoSA issues. We have made significant contributions to national development e.g.
- o development and review of CoP (v5 currently under consultation)
- o designing new consent forms, ensuring GDPR compliance
- o providing practice guidance in risk assessment and risk management
- o contributing to CC Forums bringing best practice experience to the national CoSA network.

PART C:

Service continuity is important to CSW; we work hard to sustain this in the event of disruption meaning delivery gaps are extremely rare. Our response to the pandemic evidences our creative, 'can do' approach.

Annual leave is planned in advance. Significant CoSA events (e.g. Reviews) are planned around CC leave. Our CC buddy system means another briefed CC covers absence, with access to central casefiles.

We have sufficient flexibility to cover interim staff sickness by e.g.
- o CC in an adjoining locality
- o pool of suitably qualified sessional workers (experienced PPs)
- o suitably experienced managers redeployed

Our attrition rate is low and the vast majority of our staff commit over many years. When a CC resigns, we quickly recruit. In the interim, all CoSA are reallocated and managed to CoP requirements and CSW's practice standards. Managers can be freed up to coordinate as an interim arrangement.

| **Total Word Count – (Bidders to self-populate)** | 1497 |

TC-003 – Risk Management and Information Sharing

Weighting:	25%	Quality Threshold:	60	Limitations

Question:	Limitations
The Authority requires the Bidder to have clear procedures for responding to changes in the behaviour of People on Probation that may indicate an increased risk or concern. **1)** Please explain how you will ensure that all Supplier Personnel will recognise and respond to both subtle and overt changes in behaviour or relapse that may indicate an increase in risk to themselves, to victims, to other People on Probation, Staff Personnel (including volunteers), Probation Practitioners or members of the public? **2)** Please explain how you will deliver CoSA to People on Probation where concerns around safeguarding, risk of serious harm or public protection have been identified by the Probation Practitioner, or that have changed, in a way that takes full account of identifying, recording and informing the Probation Practitioner to a change in these risks? **3)** Please describe what information sharing processes will be established amongst Staff Personnel to ensure all reporting requirements outlined in section 7 of the specification are met. You should include an explanation of how personal data will be stored and securely shared with parties (including the probation practitioner) as and when requested.	**Up to 1,500 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.** **Line spacing 1.5** **Arial font size 11**

Response

1)

CoSA provides an additional layer of risk management, complementing that of public protection agencies. With personnel trained to recognise and swiftly respond to changes in behaviour indicating increased risk, CSW has systems in place to safeguard personnel and quickly alert PP. CoSA embody a strengths-based approach focusing on the importance of identifying risk, need and responsivity.

Our staff are specialists in working with people who have sexually harmed with significant experience in probation, police, MAPPA. Their experience/knowledge includes understanding the characteristics, theory and causes of sexually harmful behaviour, experience in risk management/safeguarding, and knowledge of risk assessment and management of people with sexually harmful behaviours.

CoSA Volunteers have undergone a 2-day residential training and assessment event including introduction to working with PoPs with sexual convictions, principles of risk assessment, risk management and safeguarding. CSW's Training Workbook contains information about risk indicators and actions to be taken e.g. 'amber' defined inappropriate joke: record on CoSA meeting minutes sent to CC within 24 hours. CC will review minutes the same day, taking appropriate action in liaison with the PP.

CSW personnel are provided with organisational learning from safeguarding and risk issues arising, including good practice and missed opportunities.

The following agreed processes and procedures ensure that staff and volunteers identify, record and report risk concerns within agreed timeframes:
- CC/PP discuss the referral to ascertain risk factors that need to be addressed
- PP provides referral form and risk assessment documentation (e.g. OASys) identifying ROSH and likelihood of reconviction
- CC conducts in depth assessment with PoP
- CoSA is established, taking account of PoP's risk management plan, to achieve effective outcomes for that individual
- Suitable pre-approved, risk assessed local venue identified
- CC provides Volunteers with a comprehensive, anonymised briefing document, discussed at the briefing meeting, ensuring they understand changes that may indicate an increased risk
- Action to mitigate specific safeguarding concerns regarding individual PoPs e.g. issue volunteers with rape alarms
- Volunteers provided with relevant CSW/PP/Police details to report issues
- CC completes 'current risks and vulnerability screening' document, a dynamic tool shared with volunteers.

Last year 4 PoPs were recalled due to increased risk identified whilst engaged in a CoSA, resulting partly from information provided to PP by CSW.

2)
CSW has robust systems in place to deliver CoSA where there are safeguarding, ROSH and public protection concerns; we are experienced in doing so having previously provided many CoSA for levels 2 and 3 MAPPA cases. Our processes/procedures are fully compliant with the CoP and CSW Practice Standards. Volunteers understand the requirement to immediately (same day) report to their CC any such concerns and, the CC is required to immediately (same day) refer on to the PP with a completed incident/accident form.

CCs require a complete set of risk assessment documents to progress a CoSA. Whilst CoSA meetings of PoP and volunteers are focussed on a strengths based approach, the professionally trained and very experienced CC has the working knowledge and understanding of risk assessment, safeguarding procedures and the assessment tools used by Probation such as OASys, incorporating OSP/C, OSP/I , ARMs etc. Therefore, the CC will recognise and immediately address issues arising from CoSA meetings relating to serious harm, safeguarding and/or public protection; they will record this information and immediately (same day) advise the PP via CAS or phone call. Where the probation service is unavailable, CSW will notify the police. Similarly we will support the enforcement of services, providing required information within 5 working days.

Relevant documentation is stored on CSW's secure IT network and accessible to our professional staff. Our safeguarding lead (Operations Manager) monitors all CoSA case files to ensure adherence to safeguarding policies/procedures, including recording and reporting. Regular line-management supervision of CCs ensures that risk and safeguarding is prioritised. Formal information sharing and service level agreements with referring agencies permit the exchange of sensitive and relevant information.

Safeguarding is CSW's priority and all personnel have been trained; it is not CSW's responsibility to investigate but it does make the judgement 'if this situation were true, would this be a cause for concern?". Safeguarding is a standing item at staff and Board meetings and activity is regularly audited internally and by Circles UK.

CSW has robust procedures to cover cases during leave and sickness so that matters arising will be passed expeditiously to the PP. Coordinators attend and/or write reports for Levels 2 and 3 MAPPA meetings and safeguarding meetings as required.

3)
CSW's GDPR (Data Protection) Policy governs our information sharing processes within CSW and with other organisations. It also defines our data management procedures, including stipulating how and when personal data is stored and securely shared with third parties. All CSW personnel have relevant training.

CSW has robust systems in place to ensure that PoP's personal data is securely stored and securely shared. This includes:
   o CoSA referrals are only accepted from PP when the PoP has signed a formal consent form

- o PoP personal data is stored on CSW's secure company network and CoSA casefiles are accessed only by CSW employees
- o PoP personal data is shared only with public protection organisations when formal information sharing arrangements are in place
- o PoP personal data is only shared externally with PP and other relevant organisations (e.g. police) via secure CAS e.g. CJSM
- o CC prepares an anonymised, GDPR-proofed briefing paper with relevant information about the PoP for Volunteers; Volunteers have been trained and understand the importance of confidentiality, the principles of GDPR, anonymisation and pseudonymisation; see attached CSW-CoSA_TQ003_Confidentiality_SW
- o Volunteers provide anonymised CoSA meeting minutes on a provided template
- o CoSA volunteers have a CSW mobile phone on which the PoP's number is anonymously stored; the CM can contact volunteers without compromising their personal information
- o Volunteers are required to destroy all references to the (anonymised) CoSA when it finishes, signing a disclaimer to evidence this.

Total Word Count – (Bidders to self-populate)	1494 Word count includes 1 attachment: CSW-CoSA_TQ003_Confidentiality_SW

TC-004 – Implementation				
Weighting:	20%	**Quality Threshold:**	40	**Limitations**
Question: The Authority requires evidence and assurance from the Bidder that their implementation plans are robust, credible and achievable. **A)** 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. **B)** Explain how you will ensure that the appropriate accreditation to deliver this service is obtained by the Call-Off Commencement Date. **C)** Please provide an Implementation Plan (in any format) to detail planned timescales and responsibilities to meet the Implementation milestones as per Call-Off Order Form, clause 26A Implementation and Schedule 2.1 Section 10, in the Call-off Contract. This section requires explicit reference to the milestones and requires bidders to provide a confident plan of how each milestone shall be met on time. **D)** Please complete a RAID log outlining all Risks, Assumptions, Issues or Dependencies that you foresee in implementing this Service and how these shall be mitigated to ensure Service delivery is not impacted.				**Part A & B Combined – up to 1000 words** **Part C – up to 3 A4 Pages** **Part D – up to 3 A4 Pages** **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.** **Line spacing 1.5** **Arial font size 11**
Response				
A) CSW has for 12 years uniquely provided CoSA for PoPs in the SW region; we have well established systems, policies, procedures and processes in place, with relevant accreditations, to ensure the delivery of quality, CoP compliant CoSA. CSW has proven competence in implementing robust, compliant plans that realise agreed requirements for a variety of CoSA commissioners and funders, including the MOJ/HMPPS; e.g. CSW is subcontracted by Catch22 on the Personal Wellbeing Contract in South West England. The Implementation Plan detailing planned timescales and responsibilities to meet the implementation milestone requirements will be successfully achieved by the Call-Off Commencement date as indicated below. To facilitate this, a Mobilisation Manager will be appointed internally on				

notification of intent to award; they will drive the completion of critical activities, to ensure that the implementation milestones requirements are met, and that associated digital and technical, information security, workforce and estates requirements are in place.

Critical implementation milestones during the mobilisation period will include:

- o Advertise, recruit, vet, induct and train personnel (some trained personnel in place require vetting to required level)
- o Authority/Customer to provide mandatory training materials for personnel (as per clarification answer) ref G6 1.1-1.7
- o Vetting Strategy: to identify a VCP, verify vetting level required, inform personnel of need for additional checks, provide on-going management of staff with security clearance (aftercare), address potential issues in PI 2014/23 and 2014/60. As NDE workers, employees will have mandatory vetting checks appropriate to their role and level of risk (PSI 2014/07) i.e. Enhanced Check Level 1 for CC and Baseline Personnel Security standard checks for administrative support. CSW's current vetting includes the following checks for all personnel (data managed in accordance with DPA 1998):
  - DBS (criminal records check) to the appropriate level
  - Right to work in the UK
  - Confirmation of identity
  - Verification of current address and address history
  - Obtain 2 references
  - Check qualifications/ professional registration where specified
- o Detailed and robust PoP referral process proposed and agreed with the Customer, including PoP consent and Privacy Notice
- o Detailed Key Performance Indicators reporting format proposed and agreed with Customer
- o Reporting set templates proposed and agreed with Customer, including CoSA meeting minutes template, end of service report, PoP satisfaction survey, incident/accident form
- o CoSA meeting premises detailed risk and suitability assessment process proposed and agreed with Customer; premises assessed in accordance with agreed process including health and safety, accessibility, security considerations (many venues already identified and risk assessed).

Completion of the above will be dependent on a raft of digital and technology, information security, workforce and estates; two weeks prior to Call-Off Commencement date, CSW will have met relevant cyber, information assurance and data processing standards as set out in schedules 2.3 standards, 2.4 information security and assurance and 10 processing personal data. This will include but is not limited to the following:

- Ensure security of personal Authority data complies with GDPR and DPA 2018 by engagement with the Customer's Information Security Function

- Information Security Management Plan prepared for approval by the Authority/Customer detailing CSW's compliance with the requirements, demonstrating a good organisational approach to security, including compliance with relevant NCSC guidance; HMPPS security standards relating to Security Level 1 (e.g. email security); and HMPPS Incident Management Policy; Records, Information Management and Retention Policy, Business Continuity Framework and Information Sharing Policy. CSW will inform the Authority and/or Customer in the event of a negative security event or Data Loss Event (Security Event) and produce and Incident Report with timescales of events from detection to recovery

- Information assurance and cyber security: see below

- adherence to all applicable Laws or regulation - including but not limited to Data Protection Legislation, as Controller (approved by the Information Commissioners Office) and in accordance with CSW Privacy Policies in relation to PoPs (service users), employees, volunteers, with relevant consents obtained, and appropriate technical and organisational security measures in place, including Protective Measures

- ensure reliability and integrity of appointed personnel and that they are adequately vetted (see above) and trained. Training will include CSW's mandatory in-house training (in place) alongside the Authority's additional requirements as set out in Schedule 2.1.

B)

- **Circles UK Accreditation**: for the last 12 years CSW has demonstrated exemplary compliance with CoSA CoP, the most recent Compliance Review reporting 97.7% compliance in June 2021 *"The review highlighted how much work was done and how sound the organisation's Circles practice is. The achievement is even more remarkable when viewed against the challenges of COVID-19… It is clear that Circles South West is a healthy, resilient and professional organisation. Well done on an excellent achievement"* CEO, Circles UK (June 2021)

- **Information assurance and cyber security**: HDUK Limited provides CSW with a dedicated secure virtual server hosted in an ISO 27001 certified data centre. HDUK is compliant with the NCSC (National Cyber Security Centre) 14 cloud security principles (2016) with

ISO 27 001, Cyber Essentials and GDPR Registration. This secure system ensures that CSW's hosted server is completely isolated from other users and HDUK's entire hosted server infrastructure, client data and technical support services are UK based. Having qualified on the Dynamic Framework, CSW took up the MOJ consultancy support from Red Rock Consulting Ltd to assess and support cyber compliance. We have applied for IASME Governance and Cyber Essentials self-assessment and have asked Red Rock Consulting Ltd to continue to support this process. We will have obtained the minimum required Cyber Essentials Basic during mobilisation and 2 weeks before the Call-Off Commencement date at the latest.

- **CAS - secure email (CJSM)**: CSW has been using CJSM to communicate with PPs and police for many years; all staff have a user account.
- **GDPR and data protection**: CSW is Registered with the Information Commissioner's Office (ICO) as Data Protection Officer. Registration is reviewed annually, renewal due date 15 June 2023
- **Environmental standards**: CSW follows sound environmental policy. Our IT Provider, HDUK, is ISO 14001 Registered

C) Implementation Plan

Attached as separate Pdf document CSW-CoSA_TQ004_C_Implementation_SW

D) RAID Log

Attached as separate Pdf document CSW-CoSA_TQ004_D_RAID_SW

Total Word Count – (Bidders to self-populate)	980