

Appendix 04 – Method Statement Questions

South Monmouthshire Domiciliary Care and Support – Block Contracts

You are required to complete the following method statements to demonstrate the service delivery, quality of provision and outcomes for people who use the service. These questions are embedded within the PROACTIS project within the Questions tab, titled Method Statement Questions.

Please make reference to any relevant policies and procedures within your response to each method statement question but you must ensure that you also provide a brief summary of the impact these will have on the delivery of the contract within your answer. The Council reserves the right to request sight of one, some or all policies and procedures prior to award of contracts.

Generic Questions

All tenderers must complete the generic questions once, irrespective of the number of lots they are tendering for.

Q1	<p>Please describe your proposed implementation plan/process to ensure that the contract commences successfully and on time. Consideration should be given to all processes required to ensure the contract is fully operational and in full accordance with the Specification from contract start date. Please ensure you include reference to the following areas as a minimum:</p> <ul style="list-style-type: none">• TUPE• Establishing a registered base• Engagement with the people receiving the service and their family• Staff engagement• Engagement with incumbent providers• Professional services engagement e.g. care managers / OT's / GP's• Your Organisational Implementation plan• Building trust• Communication Strategy• Continuity of service during the transfer period <p>Maximum of 4 sides of A4, Arial Font, Size 12 (<i>weighting 15%</i>)</p>
Q2	<p>Please explain how you will operate the block contract in a way that meets the outcomes as set out in the service specification (Clause 2.10). In your response, please include the following:</p> <ul style="list-style-type: none">- An enabling approach to care- Training and skills for your carers in this way of working- Outcome focussed care- People receiving the services wishes and involvement- Partnership working with others including people receiving the service and their families.- Developing links with the community

	Maximum of 4 sides of A4, Arial Font, Size 12 (weighting 20%)
Q3	<p>Please describe the staffing team you will put in place to fulfil the requirements of the contract, you should detail how you will ensure your staff have the appropriate training, support and oversight to meet the needs and wants of individuals being cared for including those with dementia, disabilities or mental health needs?</p> <p>Maximum 2 Sides of A4, Arial Font, Size 12 (weighting 10%)</p>
Q4	<p>Recruitment and Retention of the workforce is a particularly challenging area currently facing the care sector. Recruiting staff in certain areas of South Monmouthshire can also be a particular challenge due to demographics and rurality.</p> <p>Please explain the steps that you will take as an organisation to successfully address this issue, you will need to refer to the following areas in your response:</p> <ul style="list-style-type: none"> • Staff recruitment & retention processes • Travel and subsistence policies and processes • Absence management (to include your health and wellbeing support arrangements). • Social Care Wales staff registration • Lone working support • Whistle blowing / complaints procedure <p>Maximum 2 sides of A4, Arial Font, Size 12 (weighting 10%)</p>
Q5	<p><i>This question was developed in conjunction with people who use the service and their relatives and unpaid carers.</i></p> <p>How will you ensure that people and their families, have the opportunity to build trusting relationships with a team of consistent carers and other staff? How will you ensure that carers work alongside the family in a way which promotes a feeling of teamwork.</p> <p>Maximum 2 sides of A4, Arial Font, Size 12 (weighting 10%)</p>
Q6	<p>Please provide a brief summary of your Business Continuity Plan which will provide a planned approach to continuity of care and support during the times of operational challenge. Your business continuity plan, should include but is not limited to, reduced staffing capacity, poor weather, high levels of absence etc</p> <p>Maximum 1 side of A4, Arial Font, Size 12 (weighting 5%)</p>
Q7	<p>The Social Partnership and Public Procurement (Wales) Act 2023 places a socially responsible procurement duty on all Welsh councils to seek to</p>

	<p>improve the economic, social, environmental, and cultural well-being of their area by carrying out public procurement in a socially responsible way. The aim is to maximise the positive outcomes and wellbeing of local people; influence local service provision; and add value and focus to what matters to people in a way that exceeds exclusively monetary value. This is about:</p> <ul style="list-style-type: none"> – enhancing health and wellbeing; – building safer communities; – maximising opportunities for fulfilling potential; – improving the physical environment; and – supporting local economies. <p>Describe what your organisation will bring to the contract that is outside of the scope of the service specification which will deliver added Community Wellbeing Benefits to the service. This should only relate to value added to the delivery of this contract and should not refer to other services delivered or funded from elsewhere.</p> <p>Maximum 2 sides of A4, Arial Font, Size 12 (<i>weighting 5%</i>)</p>
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Lot Specific Questions

The following questions (8 & 9) are Lot specific questions and must be answered for each separate Lot for which you are bidding. For example if you are bidding for all 3 Lots, you will need to answer question 8 and 9 for all three Lots i.e. a total of 6 responses. These questions will be evaluated and scored independently for each Lot.

Q8	<p>Please explain how you will ensure you have sufficient capacity to meet all the referral requirements of the service specification, within set response timeframes, including standard referrals, hospital discharge, emergency community response and referrals from Monmouthshire's reablement service.</p> <p>Please refer in your response to:</p> <ul style="list-style-type: none"> • The availability and processes of your planners, coordinators and any other back-office support functions. • Compliance with Hospital Discharges timescales for each of the Pathways (0,1 &3) • How would you respond to an urgent community response? • Transfer from Reablement services • Routine packages <p>Providers may want to consider the TUPE information provided to them when developing their response.</p> <p>Maximum 4 sides of A4, Arial Font, Size 12 (<i>weighting 15%</i>)</p>
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Q9	<p>Please explain how you will organise your staffing resources to meet the specific needs of the lot area e.g. geography, demographics and population (not an exhaustive list). In this question, we are looking for you to demonstrate your understanding of the local area and its specific challenges and how you will address these.</p> <p>Maximum 2 sides of A4, Arial Font, Size 12 (<i>weighting 10%</i>)</p>
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