

Evaluation Methodology – Community Advice Services

Appendix 1

Please indicate which service packages you wish to be considered for.

Package	Tick which package
Generalist Level	
Specialist Level Advice & Casework Services	
Advice in Community Languages	

If applying for the Generalist package, please indicate 1) your preference for West or East and 2) whether you are willing to deliver in either area:

1 st preference	West / East (delete as appropriate)
2 nd preference	West / East (delete as appropriate)
Willing to deliver in either area?	YES / NO (delete as appropriate)

Stage Two: Business questionnaire

Please complete all sections of this questionnaire

Please see **Community Advice Services Assessment Criteria**

A	Organisation, information, legal status & governance	Response
A1	<p>Name of organisation.</p> <p><i>Please give the registered name of your organisation and your trading name if different</i></p> <p><i>Where a partnership or consortium is submitted please list all partners and the lead partner.</i></p>	
A2	<p>Main address for correspondence.</p>	
A3	<p>Key contact person.</p> <p><i>This will be the first point of contact for queries relating to this process</i></p>	
A4	<p>Position in organisation.</p>	
A5	<p>Telephone number and email address.</p>	
A6	<p>Are you a Registered Charity?</p> <p>Charity number:</p> <p>Is the organisation incorporated?</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>

	<p>Companies House registration number</p> <p>Is the organisation a social enterprise?</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	
	Other status? Please specify		
	If there is an intention to become any of the above please give the timescale.		
			Score
A7	<p>Where you are an existing charity or company, are the annual returns to Companies House and the Charity Commission up to date?</p> <p><i>Provide the date your most recent annual return for audited accounts and the annual report was made.</i></p>		Pass / Fail
A8	<p>Does your organisation have an appropriate governing instrument e.g. Constitution, Memorandum & Articles?</p> <p><i>Provide a copy.</i></p>		Pass / Fail

B	Financial Information & Accounts – TENDERERS MUST ANSWER EITHER B1 OR B2	Response	Score
B1	Enclose copies of your last 3 years' audited accounts (or, if applicable, those of the lead body).		Pass / Fail
	Or		
B2	If you have been trading for 2 years or less, or your organisation is below the threshold for which audited accounts are required please submit your Balance Sheet and Profit & Loss Statement and a financial reference from an independent source.		
B3	Please indicate the annual turnover of your organisation over the last 3 years. If your organisation is part of a group, please give figures for both your organisation and the group.	Turnover: Year: Turnover: Year: Turnover: Year:	Assessed as part of B4
B4	Please state the level of net current assets. <i>List the figure as stated in most recent accounts</i>		Pass / Fail

B5	Details of any outstanding claims or litigation against the organisation.		Pass / Fail
B6	Please specify the level of reserves. <i>State the number of months of unrestricted reserves in most recent accounts compared to annual turnover.</i>		Pass / Fail
	WHERE A LIMITED COMPANY – Complete B7		
B7	Has any director, partner or associate been involved in any organisation that has been liquidated or gone into receivership? <i>(If so, please give details)</i>		
B8	Employer’s liability insurance held. <i>Enclose a copy of your policy</i>	Value: £ ENC <input type="checkbox"/>	Pass / Fail
B9	Public liability (3rd Party) insurance held. <i>Enclose a copy of your policy.</i>	Value: £ ENC <input type="checkbox"/>	Pass / Fail

C	Equality & Diversity	Response	Score
C1	<p>Do you have an equality and diversity policy? <i>Provide a copy of the policy and indicate where in the policy the following areas are covered</i></p> <p>Does it cover the following?</p> <ul style="list-style-type: none"> • Monitoring take up of service beneficiaries? • Review of the policy? • Frequency of policy review? <p><i>When was the last review?</i></p> <ul style="list-style-type: none"> • How it is communicated to staff • How it is applied to recruitment of staff to ensure no discrimination against the Equality Act 2010 protected characteristics? 	<p>POLICY ENC <input type="checkbox"/></p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>.....</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / fail</p>

D	Health & Safety	Response	Score
D1	<p>Do you have a Health & Safety Policy? <i>Provide a copy</i></p> <p>Is there a designated person? <i>Provide their name and job title</i></p> <p>Does your organisation use health and safety consultants? <i>If yes, please give their name and address</i></p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / fail</p>
D2	<p>Do you carry out annual risk assessments covering the following:</p> <p>Accidents First aid Fire risk & evacuations Lone working</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / fail</p>
E	Experience of service delivery and references	Response	Score
E1	<p>Do you have 2 year's experience of in delivery of quality marked services in social welfare law at the appropriate level as defined in the Delivery Standards of the Service Specification, Section 2?</p>		<p>Pass / Fail</p>
E2	<p>Has your organisation ever had a contract suspended or terminated as a result of a material breach by you in the last 3 years?</p> <p><i>Provide details if applicable</i></p>		<p>Pass / Fail</p>

E3	<p>Please list the full names, addresses and other details requested of organisations (preferably public sector, and of a similar nature and scope) OTHER THAN THIS AUTHORITY for which your organisation has carried out services in the last two years.</p> <p>Package A and B Provide a minimum of 2</p> <p>Package C Provide a minimum of 1</p>	NAME AND ADDRESS OF ORGANISATION & DEPT.	CONTRACT TITLE	CONTRACT VALUE (£)	TYPE OF SERVICE	START DATE	FINISH DATE	
		1.						
		2.						
F	Quality Assurance	Response				Score		
F1	<p>Does your organisation hold a recognised sector-specific quality standard e.g. Quality Mark, Lexcel</p> <p>If yes, please provide details for each one held</p> <p><i>The council reserves the right to inspect any such quality system at a later date.</i></p> <p>A brief summary statement of no more than 100 words is required.</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>				<p>Pass / Fail</p>		

G	Safeguarding	Response	Score
G1	<p>Does your organisation hold a safeguarding policy which covers all of the areas listed in Southwark's safe organisation checklist?</p> <p>Safe Organisation Checklist</p> <p><i>Provide a copy of the policy.</i></p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / Fail</p>
G2	<p>Is the policy regularly reviewed?</p> <p><i>Provide the date the policy was last reviewed.</i></p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / Fail</p>
G3	<p>Have staff members and volunteers where appropriate been DBS (Disclosure and Barring Service) checked?</p> <p>Disclosure and Barring Service</p> <p><i>State whether policy identifies whether DBS checks are needed and for which staff.</i></p> <p><i>State whether checks have been carried out for all identified staff as appropriate.</i></p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>Pass / Fail</p>

Appendix 2

Stage 3: Quality Method Statements

Each tender must be accompanied by Method Statements to facilitate the quality evaluation. These Method Statements, once approved by the council, will be incorporated into the Contract as the contractors planned way of working/operating throughout the Contract Period.

Tenderers will need to ensure the following:

- Responses must specify which package(s) the Tender Application is addressing.
- All Tenderers complete Method Statement Questions 1-4.
- Tenderers for Generalist Advice Services need to complete Method Statements 1-4 plus Method Statement 5.
- Tenderers for Specialist Legal Advice Services need to complete Method Statements 1-4 plus Method Statement 6.
- Tenderers for Advice in Community Languages need to complete Method Statements 1-4 plus Method Statement 7.
- Tenderers for more than one service package need to complete Method Statements 1-4 for each Service Package plus the specific additional Method Statements required.
- Tenderers must adhere to the page limits indicated for each question listed below to. Written material should be submitted in Arial 12 point and each page numbered.

Method Statements 1- 4 – All Service Packages

Method Statement 1 – Service Set up

1. Describe how the service will be set up and resourced to ensure readiness for delivery from Day One of the Contract.

As a minimum your response should provide the following:

- A management plan
- Evidenced availability of premises
- Timelines for operational set up
- Staffing levels
- Arrangements for assimilation of TUPE staff if applicable
- Any sub-contracting arrangements if applicable
- A communications strategy for service set up and delivery

Maximum 4 sides not including any documentation

Method Statement 2 – Systems and Procedures

2. A) Management capacity to deliver services

Describe how the proposed services will be managed and resourced.

As minimum your response should provide the following:

- Structure chart
- Pen portraits of your management team
- A description of your governance arrangements
- Details of your management scheme setting out key responsibilities

B) Fit for purpose IT system - service delivery, contract and outcomes reporting

Describe how your IT capabilities meet the delivery standards and monitoring requirements set out in the specification

As a minimum your response should provide the following:

- A sample management report
- Demonstration of capability to capture and report client profile information (e.g. “screen dump” providing relevant data fields)
- Demonstration of capability to capture and report on case progression and outcomes (details of case management system and whether supported by sector specific recognised provider e.g. LASA, Citizens Advice)
- Data enquiry capabilities

C) Quality assurance arrangements

Describe how you keep your quality standards will be met and maintained.

As a minimum your response should provide the following:

- Evidence of how the service package delivery standards will be met and maintained at the required level
- Internal and external arrangements for review of quality
- Details of your advice information system

D) Approach to customer engagement and care

Describe how you engage with service users to improve service delivery and highlight what differentiates your approach to customer care.

As a minimum your response should provide the following:

- How you engage with service users
- How you monitor service user satisfaction levels
- Your complaints policy

E) Approach to recruitment, selection and training of staff

Describe your policy and process for recruiting, selection and training staff and how this will ensure that quality services are delivered.

As a minimum your response should provide the following:

- Your recruitment and selection process
- Training policy
- Minimum qualifications/experience required for key posts

Maximum 2 sides for each of A-E above, not including any documentation

Method Statement 3 – Approach to delivery of services

Collaboration

3. **A).** Describe how you will work with other providers to deliver joined up services, and give examples - such as sharing resources/premises, referral process, publicity, training, co-ordination of access - of how you will improve the customer experience and any other benefits this will bring.

As a minimum your response should include reference to a number of the above examples.

Understanding of impact and planned approach to meeting current challenges

B). The council envisages significant challenges involving welfare reform and digital exclusion. Describe how you will plan, resource and support residents affected by 1) welfare reform and 2) digital exclusion. Describe how your approach will make a positive impact and how you will measure this in relation to both.

Ability to provide added value through additional services

C). Describe any additional services your organisation can offer and how this will add value to the service contract and enhance the service to customers.

Your response should include all additional services not covered by the specification and non-priority categories of law.

Maximum 2 sides for each of A - C above, not including any documentation

Method Statement 4 – Access to Services

4. **Approach to providing customer access through a range of delivery methods and access channels**

A). Describe your service delivery methods; provide details of the hours of access by delivery method and how these will meet the full range of residents' needs ensuring that they are able to access services.

3 sides maximum

As a minimum your response should include reference to each of the delivery methods contained in the specification.

Approach to providing triage service; approach to advice delivery in priority categories of law

B). Describe how you will provide and resource an effective triage service ensuring that urgent needs are identified and referred onwards; describe your approach and ability to provide advice services in the priority categories of law for the service package applied for (as defined in the Service Specification and Evaluation Methodology).

2 sides maximum

Quality of approach to providing fully accessible services

C). Describe how the services you provide will be fully accessible to all sections of the community.

As a minimum your response should cover the following:

- Access for people with physical and mental disabilities
- Access for people with sensory impairment
- Access for people with limited literacy, numeracy and digital skills

2 sides maximum

Method Statement Questions for Individual Service Packages

Contractors should only complete Method Statements for the Service Package tendered for. If more than one Service Package is being tendered for, then a Method Statement for each (set out below) should be provided.

Generalist Level Advice Services (only)

Method Statement 5

5. Approach to working with other generalist provider to provide an integrated service

A). Describe how you will work with the other generalist provider to improve initial access to advice, information and triage.

4 sides maximum

As a minimum your response should provide the following:

- Details of the joint approach to providing an improved general level telephone advice service and hours of access
- Details of the integrated web portal
- A plan setting out a coordinated approach to the delivery of community outreach advice

Approach to early intervention and preventing escalation of legal problems

B). Describe how you will identify and prioritise legal problems and what action you will take to reduce escalation/litigation.

As a minimum your response should provide the following:

- Examples of working with statutory service providers to prevent escalation and change policy
- How you will implement this approach to each of the priority categories of law - welfare benefits, debt and housing.

2 sides maximum

Approach to providing independent advice to Southwark Leaseholders

C) Using 2 case studies and referring to the specification, describe how you will ensure the needs of Southwark Leaseholders for independent advice in a range of different areas will be met.

As a minimum your response should provide the following:

- The level of service to be provided with reference to each of the specification headings

2 sides maximum

Specialist Level Legal Advice & Casework Services (only)

Method Statement 6

6. Approach to delivery of borough wide specialist level legal advice and casework services

A). Describe how you will deliver the full range of legal advice services ensuring access to services for residents with the greatest needs.

As a minimum your response should provide the following:

- Details of any additional resources assigned
- Details of sub-contracting arrangements and how these will be managed (if applicable)
- Description of how you will provide a borough wide service in the priority categories of law

4 sides maximum

Approach to delivering a borough wide representation service

B) Describe how you will deliver borough wide representation services.

As a minimum your response should provide the following:

- All representation resources available for providing the service including network capacity
- Based on resources identified indicate the number of clients to be provided with representation with reference to the priority categories of law – welfare benefits, housing, immigration and employment

2 sides maximum

Approach to early intervention and preventing escalation of legal problems

C) Describe how you will identify and prioritise legal problems and what action you will take to reduce escalation/litigation.

As a minimum your response should provide the following:

- Examples of working with statutory service providers and employers to prevent escalation and change policy
- How you will implement this approach to each of the priority categories of law - welfare benefits, immigration and housing and employment

2 sides maximum

Approach to ensure that high quality specialist level advice and training is available to community organisations and other stakeholders across the borough

D) Describe your approach to engagement with community organisations.

1 side maximum

As a minimum your response should provide the following:

- An outline of community organisations' key areas of need for specialist legal advice services
- All resources available for meeting these needs

Advice in Community Languages (only)

Method Statement 7

Ability and capacity to provide advice in community languages meeting Southwark residents' needs

a. State the number of languages to be provided and demonstrate that this corresponds to community needs.

2 sides maximum

Resource and approach for providing advice in community languages

b. Describe how you will manage service provision and resources in providing advice in community languages, including publicity, triage, access criteria, signposting to English language services and online services.

2 sides maximum

Stage Four: Pricing Schedule

The maximum budget for the total services for the year 2013-14 is £1,182,724. Estimated contract values based on this budget allocation per package is:

Generalist Advice Services 60%, Specialist Level Legal Advice 33%, Advice in Community Languages 7%.

For each service package being tendered for Tenderers must provide a breakdown of annual costs based on the estimated contract values for each contract and confirm the value of the contracts (being tendered for) in relation to the Tenderer's total projected turnover for the year 2013/14 as a percentage. Tenderers must complete the relevant tables below and insert additional lines as required:

Generalist service package	Annual cost	Explanation
Staff costs:		
a) Management		
b) Service delivery		
Premises		
Administration		
Training		
Quality assurance		
Other – please specify		
TOTAL		

Specialist Legal Advice	Annual costs	Explanation
Staff costs:		
a)Management		
b) Service delivery		
Premises		
Administration		
Training		
Quality assurance		
Other – please specify		
TOTAL		

Advice in community languages	Annual cost	Explanation
Staff costs:		
a)Management		
b) Service delivery		
Premises		
Administration		
Training		
Quality assurance		
Other – please specify		
TOTAL		