

05. Tender Quality Questionnaire

	<p>Please read and complete each question fully. Please ensure that your answer is in sufficient depth and detail to provide the necessary information. Please adhere to the maximum number of words per question.</p>	<p>Maximum number of words</p>	<p>Weighting Attributed to Question Total 80%</p>
<p align="center">SERVICE DELIVERY MODEL</p>			
1.	<p>TRANSITION DELIVERY Please provide a detailed transition plan, including milestones, risks/mitigation and timelines to meet the requirements of Outcome 5 of the specification: Outcome 5: The local Healthwatch is well managed inclusive organisation with clear lines of governance, structure and communication. The running of the Healthwatch is open and transparent. KPIs</p> <ul style="list-style-type: none"> • Agreement of a revised Healthwatch Walsall governing constitution or equivalent (and other key policies) within 3 months of the contract start date. • Appointment of new Healthwatch Walsall Governing or Executive Board members within 4 months of the contract start date. • Identification of key workplans and priorities within 5 months of the contract start date. • The local Healthwatch will be required to be an organisation which meets the criteria set out in the Health and Social Care Act 2012 and regulations made by the Secretary of State within 3 months of the contract start date. • Carry out a review of the existing staffing structure and implementation of any revised staffing structure and arrangements necessary to deliver against identified priorities within 2 months of the contract start date. <p>The plan must also illustrate how you intend to continue to deliver the existing service while re-establishing Healthwatch Walsall to meet the requirements of the new Specification.</p> <p>Please reference relevant rationale and/or transferable expertise and/or evidence that would provide early assurance of why you consider your organisation to be most capable to deliver.</p> <p>Your response will be assessed against the extent to which it answers the question, including by demonstrating effective solutions to :</p> <ul style="list-style-type: none"> • How your solutions will enable the service to continue to operate effectively, and cause minimum disruption. • The ability to rapidly foster good relationships and manage difficult relationships and individuals • The ability to communicate and reinforce confidence in a service in transition. 	<p>1000 words plus transition plan/ timeline</p>	<p>13%</p>
	<p><i>Insert answer to question here</i></p>		

GOVERNANCE			
2.	GOVERNANCE SET UP The service must secure the necessary skills, knowledge and experience to run effectively, efficiently and sustainably Please set out your proposal for the legal structure of the organisation that meets the requirements of the Specification and the Health and Social care Act 2013, detail the governance arrangements for the board, management & operational structure for the service, including volunteers and lay people, and where applicable the roles of any consortia members – what assets they bring and what role they will play. Explain how you would ensure Healthwatch Walsall had good governance arrangements that were open, transparent and credible.	1000 words	8%
	Insert answer to question here		
BUSINESS PLAN			
	BUSINESS PLAN – September 2016 onwards Describe how your organisation will set out and develop Healthwatch Walsall as a financially sustainable organisation which is able to deliver comprehensive engagement of local people to improve health and social services in Walsall.	1000 words	8%
	Insert answer to question here		
	DELIVERY OF KEY FUNCTIONS OF THE CONTRACT Outline how Healthwatch Walsall would deliver the key functions of the contract described in the service specification. In your response please include; <ul style="list-style-type: none"> a) How you would set and document your work plan and priorities; b) Risks you can identify in achieving outcomes and other deliverables within the service specification, and how will you mitigate these risks. c) How you will measure outcomes and impact d) Timelines for delivery 	1000 words plus timeline for delivery	8%
	Insert answer to question here		
COMMUNITY ENGAGEMENT AND REPRESENTATION			
	COMMUNITY ENGAGEMENT In order to gather information and provide robust evidence, Healthwatch Walsall needs to be able to engage with all sections of the local community, including young people and hard to reach groups. Explain how Healthwatch Walsall would do this, providing details of the proposed community engagement plan and outline the roles of paid staff, volunteers and other organisations in achieving this.	1000 words	8%
	Insert answer to question here		

	<p>ACCESSIBLE SERVICES It is essential that the Service is delivered in an open, accessible and non-judgemental way if people are to seek advice and information on significant personal and emotional matters that may affect their health or social care choices.</p> <p>Explain how you will ensure that any information requests or enquiries received on subjects which conflict with the beliefs or values of your organisation (i.e. political, religious or other beliefs concerning, for example, abortion or family planning) are dealt with objectively and inclusively and in accordance with current relevant legislation. What measures will you take to instil and build confidence in your organisation's ability to put aside any reservations from its own beliefs in order to support the needs of individuals and the interests of the wider community?</p>	1000 words	8%
	Insert answer to question here		
STAFFING			
	<p>TRAINING</p> <p>How will your organisation ensure staff will have and will maintain the correct skill level for the service required? Please indicate how you would develop a staff training plan and indicate the level of training that you would expect to deliver to staff (including voluntary staff) within the first 12 months of the contract.</p>	1000 words	6%
	Insert answer to question here		
COLLABORATIVE WORKING			
	<p>COLLABORATIVE WORKING Healthwatch Walsall is an organisation that must work in partnership with other organisations.</p> <p>Demonstrating your understanding and experience of partnership working in WALSALL, please describe the qualities of a good, collaborative partner. What assets might partners bring to Local Healthwatch and what accountabilities will the Service have to collaborative partners and/or sub-contractors? If possible, give an example where a relationship has gone awry and what steps you took to resolve the issue.</p>	1000 words	8%
	Insert answer to question here		

	IMPACT AND INFLUENCE Healthwatch should be a consumer champion and make reports and recommendations to influence decision makers. Explain how Healthwatch Walsall would use information gathered to best promote change and improvement. Include details of how Healthwatch Walsall would build relationships with decision making partners, in particular the Health and Wellbeing Board and Healthwatch England, in order to raise the profile, impact and influence of Healthwatch Walsall. Also explain how Healthwatch Walsall would identify and escalate urgent or priority cases.	1000 words	8%
	<i>Insert answer to question here</i>		
OPERATIONAL SUSTAINABILITY Critical to the sustainability of the Service, Local Healthwatch will be expected to generate income and re-invest the majority back into the organisation.			
	FINANCIAL MODEL - FUNDING OPPORTUNITIES The funding for the contract is estimated to be in the region of: £210,000 per annum over the period of the contract (1 st April 2016 – 31 st March 2018). The figure is an indicative figure and is subject to variation on receipt of confirmation from the Department of Health which is anticipated to be released in February 2016. Walsall Council is having to consider spending reductions in respect of all its services of up to 15% per annum and would expect tenders to factor this background into their submissions. It is therefore anticipated that the budget for Year 1 01/04/16 – 31/03/17 is £210k. It is anticipated that the available budget for Year 2 will reduce by 15% and therefore the available budget for Year 2 is £178,500k. It is anticipated that the available budget for Year 3 will reduce by a further 15% and therefore the available budget for Year 3 is £151,725k. As detailed above these are indicative budgets and are subject to change. With the above in mind describe how you would respond to a reduced Budget and which areas of service delivery would you prioritise and why? Your response should include; <ul style="list-style-type: none">• What opportunities for generating income you propose.• Explain who your target markets might be and how they might benefit from your services.• With regards to your Financial Model – Budget Forecast please provide an explanation of the assumptions your have used to arrive at the financial projections and given the current financial climate how this model may be adapted to deal with any unforeseen financial circumstances.	1000 words	10%
	<i>Insert answer to question here</i>		

06. Financial Model – Budget Forecast

See separate document '151222 Healthwatch Financial Model – Budget Forecast'

