**QUALITY QUESTIONS/RESPONSE**

Responses to the following Quality Questions should be in Arial font, size 12, single line spacing and limited to 2 (two) sides of A4 paper for each sub-question under each heading.

1. **Service Delivery (20%)**
2. Describe how you will ensure that people attending the Service have their individual needs and preferences met. Outline the approaches you will use to promote inclusion, facilitate meaningful social interaction and adapt the Service to accommodate diverse cultural, religious and language needs. (5%)
3. Describe how you will involve families and carers in planning, delivering, and reviewing the support and activities for people using the Service, and how you will ensure Support Plans are coproduced to reflect individual needs and outcomes. (5%)
4. Further questions on this subject will be asked at interview. (10%)
5. **Staffing (10%)**
6. Describe your staffing structure and approach to ensuring safe, effective service delivery. In your response, please include: (10%)

* Staff-to-service user ratios.
* Methods for assessing and monitoring staff competence and suitability for working with older, often vulnerable individuals.
* Training and support in key areas such as Dementia awareness, safeguarding and managing challenging behaviours.
* How you will ensure continuity of staffing.

1. **Safeguarding (20%)**
2. How will you keep people safe at the service? Explain how you prevent and respond to safeguarding concerns, promote dignity and respect, record and manage incidents, and make sure staff are trained and confident in safeguarding. (5%)
3. Further questions on this subject will be asked at interview. (15%)
4. **Contract Monitoring and Management (10%)**
5. How will you measure and demonstrate the impact of the Service on people’s wellbeing, independence and quality of life? (10%)
6. **Family and Carers Panel (Panel Interview) (25%)**
7. Questions from the panel will be asked during the interview process. (25%)
8. **Presentation (15%)**

As part of the interview process, you will be required to deliver a presentation as your response to the following question:

*“Respite is a vital lifeline for many unpaid carers – if you were to be awarded this contract, in what ways would you ensure that the Western Vale Community Day Service actively supports unpaid carers’ wellbeing, helping them to sustain their caring roles with confidence and resilience?”*

Your presentation should last no more than 10 minutes, and this will be strictly governed. A reminder of 8 minutes elapsed will be made during the presentation. There may be questions on your presentation after you have finished. Please note, the Evaluation Panel have access to your organisational information therefore you should consider carefully whether it is necessary to include such information again within your presentation.

Should you require any equipment for the day, e.g. multimedia or laptop, I would be grateful if you could let me know as soon as possible. Non-Council equipment has been used successfully in the past, but we cannot guarantee that your systems will be compatible with our own.

Please note, within the timings for the day you have been allowed a total set-up/ preparation time of 5 minutes. If you decide to use your own equipment and you encounter issues that take longer than this time to resolve, any additional time will be deducted from the time allowed for your actual presentation.