

## **“QUALITY QUESTIONS”**

### **1. PEER SUPPORT AND PA SUPPORT SERVICE**

**Q1:** How would your organisation propose to deliver the service to meet the objectives of the service specification covering the peer support?

*Your answer should include (but is not limited to):*

- *How you will ensure the service is provided in a timely fashion*
- *How you will ensure that parents of children with disabilities (under 18 years old) understand how they can use Direct Payments to support their child's needs*

**Q2:** How would your organisation propose to deliver the service to meet the objectives of the service specification covering the personal assistant support service?

*Your answer should include (but is not limited to):*

- *How you will ensure the service is provided in a timely fashion*
- *The advisory elements of the service*
- *The training elements of the service*
- *The monitoring function of the service*

**Q3:** What resources will be deployed to deliver the service specification?

*Your answer could include, but is not limited to the areas of:*

- *Paid staff*
- *Volunteers*
- *Skills*
- *Knowledge*
- *Experience*

**Q4:** How will you ensure that services are easily accessible to anyone wishing to use them, including those with any protected characteristics and/or additional needs or impairments? Please outline:

- *your proposed operational hours (for applicable service elements)*
- *ways/formats to increase accessibility of the service to more people across both urban and rural areas in Surrey*

*Your answer could include, (but is not limited to), accessible information, communication methods and any relevant standards, promoting the service, linking with specialist providers, capturing equalities indicators.*

**Q5:** How would you engage with and gain feedback from people who have used the service and wider stakeholder groups?

**Q6.** How would your organisation reflect/use such feedback and involve people who have used the service, in service design and improvement?

*Your answer could include information about, but is not limited to:*

- *regular mechanisms to engage with people using the service and groups*

- *demonstrating ways their views are captured and included to develop the service*

**Q7:** Please provide details of your organisation's relevant experience and how this will apply to the work category you are bidding for. Please describe how the staff are appropriately trained.

**Q8:** Please describe how your proposal addresses or supports the critical success factors?

**Q9:** How will you work in partnership with other organisations in promoting peer support and personal assistants opportunities?

**Q10:** What opportunities would you be able to offer to people in receipt of a direct payment to gain work experience through mechanisms such as apprenticeships or work experience?

**Q11:** How many people per year will benefit from the service you plan to provide? Taking the baseline data provided into account, how do you propose to:

- *Reach more people*
- *and/or deliver more service*

Throughout the life of the contract and within the budget envelope.

**Q12:** Please provide details of how you will have sufficient capacity and flexibility to respond to fluctuations of demand or emerging needs to deliver the requirements of the service.

**Q13:** Please provide details of how your proposal will provide this service within the budget available. Please refer to the cost breakdown you have provided in the Pricing Schedule to support your answer.

## **2. CARERS ONE OFF DIRECT PAYMENTS**

**Q1.** How would your organisation propose to deliver the service to meet the objectives of the service specification?

**Q2.** Please provide details and evidence of how you involve and engage a wide and diverse range of carers in the planning and management of your work?

**Q3.** How you will ensure the service is provided in a timely fashion

**Q4.** How will you provide information and advice to support carers in making use of one off preventative carers support payments and how will you help others to do this?

**Q5.** Please provide details of your organisation's relevant experience and how this will apply to the work category you are bidding for. Please include evidence that staff are appropriately trained.

**Q6.** Please provide details of your organisation's particular knowledge of the needs of carers in Surrey

**Q7.** Please describe how you currently have/or will have sufficient capacity to deliver the requirements of the work category from the commencement of the funding agreement

**Q8.** Please describe how your proposal addresses or supports others to achieve Quality Outcomes for carers and young carers

**Q9.** How you will capture details and record outcomes for carers

**Q10.** How will you evaluate (and help others evaluate) the difference your service makes to carers lives including seldom heard carers

**Q11.** How you will address under-performance in your organisation?

**Q12.** How will you work in partnership with other organisations in promoting carer friendly communities?

**Q13.** What opportunities would you be able to offer to carers to gain work experience through mechanisms such as apprenticeships or work experience

**Q14.** How will you promote volunteering to support carers?

This page is intentionally left blank