



Lewisham

**Community Services Directorate**

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# **Lewisham Wellbeing Service**

## **Method Statements**

**Adult Integrated Commissioning Team**

Laurence House

Catford Road

Catford

London

SE6 4RU

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August 2022

This document is to be completed in accordance with the Invitation to Tender document and submitted via the London Tenders Portal, with all relevant documentation, by no later than **noon (12pm) on 5<sup>th</sup> October 2022.**



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# Lewisham Wellbeing Service

## Method Statements

### 1. LIST OF METHOD STATEMENTS REQUIRED

- 1.1 The Council requires Method Statements to be given so that an evaluation process can be completed. This is how the Council will assess the quality of the Service which the Tenderer is going to provide, and the successful Tenderer will have to provide the Service in the way set out in their Method Statements, once they have been agreed with the Council.
- 1.2 It is important that the Method Statements you provide are clear, concise and detailed in full. Explain your methodologies, processes, and time frames and cost calculations, where appropriate.
- 1.3 The Method Statements cover these main areas:
  - MS1 Service Design and Delivery
  - MS2 Project Management
  - MS3 Communication
  - MS4 Continuous Improvement
  - MS5 Equality, Diversity & inclusion
  - MS6 GDPR and Data Handling
  - MS7 Health & Safety
  - MS8 Social Value
  - MS9 Climate Change
- 1.4 The Method Statements set out on the following pages are the particular areas the Council wishes to see covered. Your Method Statements should be provided on the following sheets provided, and should be completed using a minimum of font size 11.



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- 1.5 As the questions and issues within each statement are essential to the evaluation process, please ensure that they are all answered. If they are not, your tender bid will not be considered further and will be deemed non-compliant.
- 1.6 If separate attachments are included, to supplement your Method Statements, please clearly mark which Method Statements they refer to and refer to them in your method statement for clarity.



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**MS1 Service Delivery and Design (10%)**

**MS 1a:** Describe how will you plan, develop, staff and run the required service for Lewisham. Explain how the way you work will ensure service users and their goals are centred. (5%)

*Minimum score of 7 required*

**MS 1b:** Please provide an example of a wellbeing intervention your organisation will deliver, describing how the intervention will be designed and delivered to meet a specific need (5%)

*Minimum score of 7 required*

**Word limit: 1500 words**

**MS2 Project Management (10%)**

2a) Describe the system(s) you will put in place to effectively monitor and mitigate against risks to the implementation or delivery of the service. (5%) *Minimum score of 7 required*

2b) Outline the system(s) you will put in place to demonstrate your performance against the key performance indicators as outlined in the service specification. (5%)

*Minimum score of 7 required*

**Word limit: 1500 words**



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A large empty rectangular box, likely intended for a student to write their response to the question.

**MS3 Communication (5%)**

**MS 3a:** Describe how you will work with key stakeholders to develop an effective single point of access, reducing the barriers for service user(s) in accessing appropriate interventions. (3%)



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**MS 3b:** Describe how you will ensure the service is as accessible as possible and engages with a broad range of service users. (2%)

**Word Limit: 1000 words**

**MS4 Continuous Improvement (5%)**

**MS 4a:** Describe how you will review and test the delivery of the services to show continuous improvement and how service users will be involved in this process during the length of the contract. (3%)

**MS 4b:** Describe how you would contribute learning, data and evidence to support the continuous improvement of the broader Lewisham system. (2%)



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**Word Limit: 1000 words**

**MS5 Equality, Diversity & Inclusion (5%)**

**MS 5a:** Describe how you would ensure that interventions are culturally accessible and meet the needs of the diverse communities in Lewisham. (3%)

**MS 5b:** Describe how you would seek to recruit, train and sustain a pool of staff that reflects equality and diversity. (2%)

**Word Limit: 1000 words**

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**MS6 GDPR and Data Handling (5%)**

Please provide a clear description of how you will store and manage data in relation to the proposed services, and how you will comply with GDPR regulations.

**Word Limit: 750 words**



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**MS7 Health & Safety (5%)**

**MS 7a:** Describe your approach to safeguarding and how you would ensure our service users and staff are safeguarded appropriately (2%)

**MS 7b:** Describe what measures you would put in place to ensure the safety and wellbeing of service users and staff is ensured. (3%)

**Word Limit: 1000 words**



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## **MS8 Social Value (5%)**

Social Value is the additional economic, social and environmental benefits that can be created when the Council procures an external service or contractor to deliver works.

The Social Value Monitoring Tool (see '*Appendix 1 – Social Value Monitoring*') sets out the Council's key performance indicators (KPIs) for measuring how well a contract performs against these four objectives as follows:

- **Employment, Skills & Economy**
- **Creating a greener Lewisham**
- **Making Lewisham Healthier**
- **Training Lewisham's future**

Using the examples in the Social Value Monitoring Tool, please state which KPIs (and how many of each) you will deliver as part of your social value contribution, specifically stating the number of outcomes (e.g. the number of jobs, apprenticeships, training opportunities or other) for each theme selected and the time period when these will be delivered over the life of the contract

**Word Limit: 1000 words**



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**MS8 Climate Change (For information only)**

Tenderers are required to report on their corporate carbon emissions as an organisation using an accredited method;

- To disclose what those emissions are
- To identify what actions or modifications they have included (if any) in relation to the goods or services tenderers are proposing that will reduce carbon intensity.

**Word Limit: 750 words**



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**Signed for Tenderer:**

<b>Signature</b>	<b>Print name(s) in full</b>	<b>Position held by each signatory (in the case of a company)</b>



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Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

Full name of Organisation \_\_\_\_\_

Address for correspondence \_\_\_\_\_

\_\_\_\_\_

Registered Address \_\_\_\_\_

(If different from above) \_\_\_\_\_

\_\_\_\_\_

Telephone No \_\_\_\_\_ Fax No \_\_\_\_\_

E-mail address \_\_\_\_\_

State whether sole proprietor YES/NO\* (delete as appropriate)

In case of partnership the full names and address of each partner:

Name	Address