

## **Service questionnaire for the provision of housing-related support to women at risk of domestic violence based in Oxfordshire's women's refuges**

- Please describe how this service would fit with your business plan if you were successful in being awarded the contract and how this links into your organisational structure.
- Please describe how you would provide a housing-related support service to women at risk of domestic violence, clearly demonstrating how you would deliver the key aspects of service provision.
- Please describe how you would structure a service that delivers in a flexible way the model of the service described in the service specification.
- Please explain how you would organise your service to deliver the volume of provision required in terms of refuge based places and total support hours, including meeting the specific requirements for the location of the service.
- Please describe how you would deliver a service that meets the eligibility criteria set out in the service specification and adequately meets the specified level of need of women suffering from domestic violence.
- Please describe how you would organise your service to deliver the requirements set out in the specification. Please include details of staffing levels and operational rotas to support your answer.
- Please describe how you would deliver an inclusive service that makes a positive impact on diverse local communities and work with other stakeholders to implement referral and access requirements set out in the service specification.
- Please describe how you would ensure that the refuge accommodation used to provide this service meets all necessary building standards set out in the service specifications and how you would organise your relationship with the landlord.
- A) Please describe how you would deliver the service within a system of assessment, support planning and review; B) Please describe how you would meet the complex needs of women from diverse communities.
- Please demonstrate how you would ensure the needs of women with children are met in partnership with relevant organisations.
- Please describe how you would ensure that you employed staff with the competencies and skills required to deliver this specialist service.
- Please demonstrate how you would ensure successful partnership working with local stakeholders and evidence your experience in service user involvement in service delivery, including setting up of support groups.
- Please demonstrate how you would work together with domestic violence outreach and generic floating support services, including counselling services, to meet women's support needs both in the refuge and in the community.
- Please demonstrate how you would create a culture where complaints are viewed as positive ways to enhance quality of service by both staff and service users.
- Please describe how you would ensure that every woman had an exit strategy and was enabled to successfully resettle in the community.
- Please demonstrate how you would deliver national Supporting People outcomes for users of short-term services and other performance targets set out in the service specification, stating how you would internally monitor your success in delivering these targets.