



WARWICK DISTRICT COUNCIL  
Riverside House,  
Milverton Hill,  
Leamington Spa.  
CV32 5HZ  
[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

# **PROVISION OF SERVICES TO THE COMMUNITY BY THE VOLUNTARY & COMMUNITY SECTOR, IN WARWICK DISTRICT**

## **TENDER SPECIFICATION DOCUMENT**

Bids must be submitted BEFORE  
10am, 31<sup>st</sup> October 2011

Bids submitted after this time will not be accepted.

### **Organisation contacts for any queries:**

Procurement manager, Melanie Gillman  
[melanie.gillman@warwickdc.gov.uk](mailto:melanie.gillman@warwickdc.gov.uk)

Localities and Communities Officer, Jane Coates  
[janecoates@warwickshire.gov.uk](mailto:janecoates@warwickshire.gov.uk)

# CONTENTS

Section headings
INTRODUCTION
IMPORTANT INFORMATION ABOUT COMPLETING SECTION 4 OF THE PROCUREMENT QUESTIONNAIRE
LINKS TO USEFUL INFORMATION
TRAINING AND SUPPORT FOR APPLICANTS
INFORMATION ON EQUALITIES AND INCLUSION
INFORMATION ON SERVICES TO BE PROCURED
MONITORING AND EVALUATION OF SUCCESSFUL BIDS
SERVICE AREA 1, SCHEME A – volunteering and third sector support
SERVICE AREA 1, SCHEME B – engaging with communities of interest
SERVICE AREA 2, SCHEME C – services and activities that meet the needs of disadvantaged people living in Brunswick ward
SERVICE AREA 2, SCHEME D – services and activities that meet the needs of disadvantaged people living in Crown ward
SERVICE AREA 2, SCHEME E – services and activities that meet the needs of disadvantaged people living in West Warwick ward
SERVICE AREA 3, SCHEME F – debt and financial welfare advice in Warwick district with a focus on the priority wards of Crown, Brunswick and West Warwick
SERVICE AREA 3, SCHEME G – support for families

## **INTRODUCTION**

This tender specification describes the areas of work that Warwick District Council wishes to procure from the third/voluntary sector for the 3-year period dated 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2015.

The funding allocation for each service area will be used in full to deliver the identified aims. Where the funding allocation is for targeted geographical wards, the Council reserves the right to split the funding to meet the needs of all those wards.

Please refer to this tender specification when you are completing '**section 4 – service delivery questions**' of the procurement questionnaire.

The tender specification is split into three **service areas**. Each service area is sub-divided into **schemes**.

- You may apply to deliver one or more service areas.
- You may apply to deliver one or more schemes.
- You may NOT apply to deliver part of a scheme (although one application on behalf of several organisations to deliver a complete scheme is acceptable)
- You are encouraged to work collaboratively with other organisations to deliver one or more service areas or schemes.
- The money allocated against each scheme is the maximum funding available for that scheme. Your bid must not be for more than the allocated funding.

## **IMPORTANT INFORMATION ABOUT COMPLETING SECTION 4 OF THE PROCUREMENT QUESTIONNAIRE.**

If you wish to bid to deliver some or all schemes under one service area of the tender specification you need only complete the section 4 questionnaire once. You should note the scheme number at the beginning of your response in relation to each scheme to assist in scoring if you are bidding for more than one scheme.

If you wish to bid to deliver schemes under more than one service area, you need to complete a separate section 4 questionnaire for each service area. No applicant will need to submit more than three section 4 questionnaires.

### **Examples:**

<b>What you wish to bid for</b>	<b>How many times you need to complete section 4 of the tender questionnaire</b>
Service area 1 scheme A	Section 4, once
Service area 1 schemes A and B	Section 4, once
Service area 1 scheme A; Service area 2 scheme C	Section 4, twice (once for Service area 1, and a separate Section 4 for Service area 2)
Service area 1 scheme A Service area 2 scheme D Service area 3 scheme G	Section 4, three times (once for Service area 1, once for Service area 2, and once for Service area 3)

If you are unclear please contact [melanie.gillman@warwickdc.gov.uk](mailto:melanie.gillman@warwickdc.gov.uk) or [janecoates@warwickshire.gov.uk](mailto:janecoates@warwickshire.gov.uk) for advice.

## **LINKS TO USEFUL INFORMATION**

The links shown below will provide applicants with detailed information about Warwick District and the target wards of Brunswick, Crown and West Warwick. Applicants should use this information to inform their understanding of the local needs, and support the development of their bid:

Warwick District Sustainable Community Strategy	<a href="http://www.warwickdc.gov.uk/WDC/Your-Council/The-Council-Warwick-DC/Partnerships/Warwick+Partnership/Warwick+District+Sustainable+Community+Strategy/">http://www.warwickdc.gov.uk/WDC/Your-Council/The-Council-Warwick-DC/Partnerships/Warwick+Partnership/Warwick+District+Sustainable+Community+Strategy/</a>
Warwickshire Observatory	<a href="http://www.warwickshireobservatory.org/">http://www.warwickshireobservatory.org/</a> To be uploaded onto WDC web
Results of Warwick District Council consultation with members of the public	To be uploaded onto WDC web
Community Engagement Strategy for Warwick District Council	To be uploaded onto WDC web
Service Level agreement (blank)	To be uploaded onto WDC web
Equality Impact Assessments	To be uploaded onto WDC web

## **TRAINING AND SUPPORT FOR APPLICANTS**

Warwick District Council in partnership with Warwickshire Community and Voluntary Action (WCAVA) has produced a training and support package for any group wishing to apply through this process.

Training sessions are running until 29<sup>th</sup> September 2011, on a variety of topics. The training schedule can be downloaded or viewed at this webpage: **To be uploaded onto WDC web**

Any questions about the tendering process should be directed to [melanie.gillman@warwickdc.gov.uk](mailto:melanie.gillman@warwickdc.gov.uk) or [janecoates@warwickshire.gov.uk](mailto:janecoates@warwickshire.gov.uk)

Additional advice and support with preparing bids can be obtained from the following organisations:

### **Coventry and Warwickshire Cooperative Development Agency**

The Scala  
115a Far Gosford Street  
Coventry. CV1 5EA  
024 7663 3911  
[www.cwcda.co.uk](http://www.cwcda.co.uk)

### **Warwickshire Association of Local Councils**

Warwick Enterprise Park  
Wellesbourne  
Warwick. CV35 9EF  
01789 472616  
[www.walc.org.uk](http://www.walc.org.uk)

### **Warwickshire Association of Youth Clubs**

Jubilee House, Westlea Road  
Leamington Spa. CV31 3JE  
01926 450156  
[www.wayc.org.uk](http://www.wayc.org.uk)

### **Warwickshire Children and Voluntary Youth Services**

Suite one, Arden Court  
Arden Street  
Stratford- Upon- Avon  
Warwickshire. CV37 6NT  
01926 413611  
[www.warkscvys.org.uk](http://www.warkscvys.org.uk)

### **Warwickshire Community and Voluntary Action**

4&6 Clemens Street,  
Leamington Spa,  
Warwickshire, CV31 2DL  
01926 477512  
[www.wcava.org.uk](http://www.wcava.org.uk)

**Warwickshire Race Equality Partnership**

10 Hamilton Terrace,  
Leamington Spa,  
Warwickshire. CV32 4LY  
0844 800 9990

[www.wrep.org.uk](http://www.wrep.org.uk)

**Warwickshire Rural Community Council**

Warwick Enterprise Park  
Wellesbourne  
Warwickshire  
CV35 9EF  
01789 842182

[www.ruralwarwickshire.org.uk](http://www.ruralwarwickshire.org.uk)

## **INFORMATION ON EQUALITIES AND INCLUSION**

Warwick District Council has a diverse community and we accept that discrimination is a major barrier to providing a fair and just society. We acknowledge that there are some people who are prevented from taking part fully in the life of our community for a variety of reasons. This may include unfair treatment and exclusion on the basis of one or several of the following factors: age, race, gender, disability, faith, language, skin colour, sexual orientation, socio-economic background or some other personal characteristic or circumstance.

The Council's vision and commitment is to ensure equality of opportunity for all, including equality of access to those services we provide. In serving our community and in valuing the contribution of our work force, we aim to improve the quality of life and well being of the population. Warwick District Council's [Equality & Diversity Scheme \(2MB, PDF\)](#) sets out the council's position. The scheme has been developed to reflect continual changes in the way we work including new laws, our review of performance in diversity and equality and the ambitions in our Corporate Strategy. Warwick District Council is currently working towards the achieving 1 of the 3 standards under the new Equality Framework.

All of the schemes in this tender specification are aimed at people living in Warwick district who experience barriers to services, have individual needs, or who experience deprivation. There are particular 'communities of interest' that extend beyond geographical boundaries, but share a common 'interest'. A working list of communities of interest groups is shown below:

- Children and Young People
- Older People
- Carers
- Prisoners and ex-offenders
- Homeless people
- Traveller Communities
- Students
- Black and Minority Ethnic (BME) Communities
- Asylum seekers and refugees
- People with mental health needs
- Learning Disabled people
- People with sensory impairment
- Physically disabled people
- Faith groups
- Lesbians, Gay men and Bisexual people
- Transgender/transsexual people

Applicants should consider how they engage with local communities of interest, and how the principles of equalities and inclusions are embedded in their work.



## **INFORMATION ON SERVICES TO BE PROCURED**

There are three service areas described in this tender specification:

<b>Service area 1</b>
Third sector support, volunteering, community engagement, and community cohesion. There are <b>2</b> schemes under this service area (A and B).
<b>Service area 2</b>
Targeted geographical service delivery in Brunswick, Crown and West Warwick wards through community hubs as a focal point. There are <b>3</b> schemes under this area (C, D, and E).
<b>Service area 3</b>
Debt and financial advice and support, and family support services. There are <b>2</b> schemes under this area (F and G).

Each service area is linked to one or more of the strategic aims of the Warwick District Sustainable Community Strategy, which can be found here:

[http://www.warwickdc.gov.uk/NR/rdonlyres/F2635A94-65C4-4E96-85EE-252E7548CF5F/0/J5038\\_Warwick\\_partnership\\_brochure\\_WEB.pdf](http://www.warwickdc.gov.uk/NR/rdonlyres/F2635A94-65C4-4E96-85EE-252E7548CF5F/0/J5038_Warwick_partnership_brochure_WEB.pdf)

Further strategic aims from Sustainable Community Strategy may be added to service areas depending on the type of service suggested by successful bidders. For example, if a bidder submits a package that includes specific services or activities for children and/ or young people, we would add the strategic aim of 'Every child and young person including those who are vulnerable or disadvantaged has the greatest opportunity to be the best they can be'. We have not included group-specific strategic aims at this stage as it would pre-empt the results of the bidding process.

The 'specific aims' shown at the top of each scheme describe the outcomes that we want the service or services to positively contribute towards.

## **MONITORING AND EVALUATION OF SUCCESSFUL BIDS**

Due to the varying nature of the services described, a single template for the monitoring and evaluation of the services wouldn't work. Therefore, details of the monitoring and evaluation of successful services will be agreed in partnership with the group or consortium.

Successful groups will sign a service level agreement to which they must adhere, and this adherence will be monitored as part of the overall process of monitoring and evaluation. A link to the service level agreement is included in this document.

The list below shows the common approach that we will adopt towards monitoring and evaluation. Applicants should complete the section 4 questionnaire with this information in mind.

1. Monitoring and evaluation will only be undertaken on those services or parts of services funded by this budget.
2. All groups will provide written monitoring information twice a year, at the six-month and twelve-month marks. Where consortia arrangements exist, monitoring information will be submitted in a single response, made by the lead group on behalf of the consortium.
3. The exact content of the written monitoring information will be agreed in partnership with successful consortia or groups, proportionate to and depending upon the service that will be delivered. This process of agreement will take place between January and March 2012.
4. A set of standard information will be required from all groups at the six- and twelve-month marks. The list follows:
  - a. complete postcode of service users
  - b. age of service users
  - c. gender of service users
  - d. ethnicity of service users
  - e. registered disability of service users
  - f. number of sessions run
  - g. number of service users attending each session
5. At EITHER the three-month OR the nine-month mark, a face-to-face interview will take place between a representative of the group or representatives of the consortium and an officer and Elected Member representing Warwick District Council. This meeting will allow the group and the Council an opportunity to share success, discuss progress, ask questions, and raise any concerns. Follow-up action will take place where required.
6. 'Mystery shopping' visits, and telephone, email or written contacts will be conducted periodically by a representative of Warwick District Council.
7. Groups will receive feedback annually from Warwick District Council.
8. A user satisfaction survey must be completed by the group or consortium once in every financial year, at a time chosen by the group or consortium. The purpose of the survey is to enable the group or consortium to identify any changing needs and to examine its own performance in the tendered areas of work. A brief summarising report must be sent to Warwick District Council. Where relevant, the report will support requests by groups or consortiums to change a service being delivered.

9. Annual reports and financial statements produced by organisations should be sent to the Community Partnership Team in Warwick District Council.
10. All groups and consortia must submit a final evaluation report in 2015.

# **SERVICE AREA 1**

## **Scheme A - Volunteering and third sector support**

### **Overarching strategic aims from the Warwick District Sustainable Community Strategy**

- Citizens are actively engaged in decision making and participate fully in community life
- People from different backgrounds get on well together

### **Specific aims for this scheme**

- Enable local voluntary sector groups and organisations and people wishing to form organisations to have access to high quality advice and support that assists them to develop
- Enable networking and collaboration between voluntary sector organisations, and between the voluntary sector and public agencies
- Improve awareness and recognition of the benefits of volunteering in Warwick district
- Increase community activism
- Increase the level of funding that comes into Warwick district

### **Funding allocation**

**£55,000 has been allocated for service area 1  
(Schemes A and B inclusive)**

This scheme is for a service or services that will provide a range of support including volunteering support to voluntary and community sector groups that are serving or wishing to serve the community in Warwick district.

The service or services must:

- be accessible face-to-face and by telephone and/or writing to all people living in Warwick district
- support voluntary and community sector organisations with their development needs
- stimulate local community activism and volunteering
- develop the capacity of communities, voluntary organisations and social enterprises to respond to community needs
- stimulate the involvement and influence of the voluntary and community sector in strategic partnership work and community planning in Warwick District
- develop the knowledge and skills required to provide support to under-represented groups and communities in Warwick District.
- bring in funding and investment to Warwick District, particularly our most disadvantaged communities
- act as a communication link between public agencies and the wider sector

# **SERVICE AREA 1**

## **Scheme B - Engaging with communities of interest**

### **Overarching strategic aims from the Warwick District Sustainable Community Strategy**

- Citizens are actively engaged in decision making and participate fully in community life
- People from different backgrounds get on well together

### **Specific aims for this scheme**

- Enable service users, commissioners and providers to work in partnership to deliver improved services, especially to meet the needs of vulnerable people
- Increase the range of opportunities for everyone in Warwick district to have a voice and to influence service providers
- Strengthen the voice of service users and under-represented groups
- Improve positive relationships between people and groups from different backgrounds

### **Funding allocation**

**£55,000 has been allocated for service area 1  
(Schemes A and B inclusive)**

This scheme is for a service or services that will develop, establish, and support the running of active forums and wider networks to engage with communities of interest in Warwick district.

The service or services must:

- ensure that communities of interest can have their say and ensure that services, policies and functions developed by Warwick District Council and its partners consider needs and issues identified by the forum and network
- enable communities of interest groups to have their say and receive feedback about their neighbourhoods and locality areas if they choose not to attend Community Forum meetings
- enable communities of interest groups to have their say in the development of community-led plans
- bring together existing community engagement arrangements to reduce duplication of administrative functions
- Promote good relations between different sectors within the community to ensure cohesive communities

## **SERVICE AREA 2**

### **Scheme C - Services and activities that meet the needs of disadvantaged people living in Brunswick ward**

#### **Overarching strategic aims from the Warwick District Sustainable Community Strategy**

- The gap between affluent and poor people has been significantly reduced
- Citizens are actively engaged in decision making and participate fully in community life
- Everyone is able to enjoy a healthy lifestyle and sense of well-being

#### **Specific aims for this scheme**

- Enable disadvantaged people in Brunswick ward to access local provision that will help them reduce their level of disadvantage
- Reduce the level of disadvantage experienced by people living in Brunswick ward
- Increase the number of disadvantaged people in Brunswick accessing services to help them reduce their level of disadvantage
- Enable the development of a joined-up approach to tackling the causes of poverty

#### **Funding allocation**

**£133,769 has been allocated for service area 2  
(Schemes C, D, and E inclusive)**

This scheme is for a service or services with a central base or bases in Brunswick ward or within a 10-20 minute walk or cycle of Brunswick ward. The service or services will be targeted at those people from Brunswick ward experiencing the greatest degree of disadvantage.

The service or services must:

- Help address the needs of the area in a multi purpose holistic way.
- Provide a fully accessible space(s) in which communities can interact, access service provision and contribute towards wider decision making.
- Be a service provider for the local community, providing a focus for services and activities that meet local need, and help the local community gain access to other services.
- Facilitate the development of local communities by bringing together those most marginalised in society, promoting intergenerational and community cohesion whilst also respecting diversity.
- Provide a mechanism for neighbourhood focussed discussions through which local voices can be heard and needs identified.
- Promote volunteering opportunities which stimulate active citizenship and civic participation.

## **SERVICE AREA 2**

### **Scheme D - Services and activities that meet the needs of disadvantaged people living in Crown ward**

#### **Overarching strategic aims from the Warwick District Sustainable Community Strategy**

- The gap between affluent and poor people has been significantly reduced
- Citizens are actively engaged in decision making and participate fully in community life
- Everyone is able to enjoy a healthy lifestyle and sense of well-being

#### **Specific aims for this scheme**

- Enable disadvantaged people in Crown ward to access local provision that will help them reduce their level of disadvantage
- Reduce the level of disadvantage experienced by people living in Crown ward
- Increase the number of disadvantaged people in Crown accessing services to help them reduce their level of disadvantage
- Enable the development of a joined-up approach to tackling the causes of poverty

#### **Funding allocation**

**£133,769 has been allocated for service area 2  
(Schemes C, D and E inclusive)**

This scheme is for a service or services with a central base or bases in Crown ward or within a 10-20 minute walk or cycle of Crown ward. The service or services will be targeted at those people from Crown ward experiencing the greatest degree of disadvantage.

The service or services must:

- Help address the needs of the area in a multi purpose holistic way.
- Provide a fully accessible space(s) in which communities can interact, access service provision and contribute towards wider decision making.
- Be a service provider for the local community, providing a focus for services and activities that meet local need, and help the local community gain access to other services.
- Facilitate the development of local communities by bringing together those most marginalised in society, promoting intergenerational and community cohesion whilst also respecting diversity.
- Provide a mechanism for neighbourhood focussed discussions through which local voices can be heard and needs identified.
- Promote volunteering opportunities which stimulate active citizenship and civic participation.

## **SERVICE AREA 2**

### **Scheme E - Services and activities that meet the needs of disadvantaged people living in West Warwick ward**

#### **Overarching strategic aims from the Warwick District Sustainable Community Strategy**

- The gap between affluent and poor people has been significantly reduced
- Citizens are actively engaged in decision making and participate fully in community life
- Everyone is able to enjoy a healthy lifestyle and sense of well-being

#### **Specific aims for this scheme**

- Enable disadvantaged people in West Warwick ward to access local provision that will help them reduce their level of disadvantage
- Reduce the level of disadvantage experienced by people living in West Warwick ward
- Increase the number of disadvantaged people in West Warwick accessing services to help them reduce their level of disadvantage
- Enable the development of a joined-up approach to tackling the causes of poverty

#### **Funding allocation**

**£133,769 has been allocated for service area 2  
(Schemes C, D and E inclusive)**

This scheme is for a service or services with a central base or bases in West Warwick ward or within a 10-20 minute walk or cycle of West Warwick ward. The service or services will be targeted at those people from West Warwick ward experiencing the greatest degree of disadvantage.

The service or services must:

- Help address the needs of the area in a multi purpose holistic way.
- Provide a fully accessible space(s) in which communities can interact, access service provision and contribute towards wider decision making.
- Be a service provider for the local community, providing a focus for services and activities that meet local need, and help the local community gain access to other services.
- Facilitate the development of local communities by bringing together those most marginalised in society, promoting intergenerational and community cohesion whilst also respecting diversity.
- Provide a mechanism for neighbourhood focussed discussions through which local voices can be heard and needs identified.
- Promote volunteering opportunities which stimulate active citizenship and civic participation.



## **SERVICE AREA 3**

### **Scheme F - Debt and financial welfare advice in Warwick district with a focus on the priority wards of Crown, Brunswick, and West Warwick**

#### **Overarching strategic aim from the Warwick District Sustainable Community Strategy**

- The gap between affluent and poor people has been significantly reduced

#### **Specific aims for this scheme**

- Increase people's confidence in their own money management skills
- Increase the number of people accessing the right benefits
- Reduce the size of people's debt
- Reduce the number of people in debt or financial difficulty

#### **Funding allocation**

**£100,000 has been allocated for service area 3  
(Schemes F and G inclusive)**

This scheme is for a service or services that work with individuals who are experiencing or are at risk of experiencing problems with debt and/or their financial circumstances.

The service or services must:

- be accessible face-to-face and by telephone and/or writing to all people living in Warwick district
- accept self-referrals from individuals and, where appropriate, from other agencies already engaged with the individual, with their consent
- follow a pre-set process of assessment, intervention activity and appropriate closure. This process must be described in the tendering bid, and must be made available at point of contact to potential users of the service
- offer a service that is designed to both support and educate the individual to experience lasting relief from their financial difficulties and enable them to help themselves in the future, thus decreasing the chance of future reliance on external support services
- make the service accessible to people who live in the wards of Brunswick, Crown and West Warwick
- hold active membership and/or accreditation for the English governing body appropriate to the service, where appropriate
- be able to measure or otherwise report on the improvement in financial circumstances of individuals so that the impact of the service in reducing debt and financial difficulty can be measured.

## **SERVICE AREA 3**

### **Scheme G - Support for families**

#### **Overarching strategic aim from the Warwick District Sustainable Community Strategy**

- Everyone is able to enjoy a healthy lifestyle and sense of well-being

#### **Specific aims for this scheme**

- Reduce the level of problem experienced by families using the service
- Enable families to cope better

#### **Funding allocation**

**£100,000 has been allocated for service area 3  
(Schemes F and G inclusive)**

This scheme is for a service or services offering support to families who do not meet the threshold for direct support from a statutory service provider (NHS, Council social care services, etc.).

The service or services must:

- be accessible face-to-face and by telephone and/or writing to all people living in Warwick district
- accept self-referrals from families and, where appropriate, from other agencies already engaged with the family, with their consent
- follow a pre-set process of assessment, intervention activity and appropriate closure. This process must be described in the tendering questionnaire, and must be made available at point of contact to potential users of the service
- have working mechanisms in place to escalate families onto a statutory provider for support where the level of problem/s requires it
- offer a service that is designed to support the family to experience lasting relief from their problem/s and enable them to help themselves in the future, thus decreasing the chance of future reliance on external support services
- make the service accessible to people who live in the wards of Brunswick, Crown and West Warwick
- hold active membership and/or accreditation for the English governing body appropriate to the service
- comply with statutory requirements relating to working with children
- be able to measure or otherwise report on the improvements experienced by the family so that the impact of the service can be recognised.