

North East Area Council
Specification of Requirements for
The Community Enablement Service
Cudworth and North East

1. Brief Summary of Service

A responsive, efficient and accountable, local, uniformed Service, the Community Enablement Service will provide a flexible, reactive service which will respond to local Councillors requests, for example, cutting back shrubs overhanging footpaths, strimming a grassed area or low scale fencing repairs.

The Community Enablement Service will also focus on maintaining and improving environmental standards, as per attached specification National Indicator 195 – Improved Street and Environmental Cleanliness, in high profile areas incorporating the village centres, main shopping centres and key access routes across the Electoral Wards of Cudworth and North East. The Service will improve, and effectively maintain, these areas.

The Service will provide a high visibility Community Enablement role and work closely with the Council's North East Area Team to support, and help to facilitate opportunities for volunteering through informal engagement, and it will help with leading the onsite co-ordination and delivery of the volunteering initiatives. Effective communication and customer care values are therefore essential to inspire people who live and work in the area to *Love Where You Live*, which will be an integral part of maintaining these areas.

Additionally, the Community Enablement Service will be responsible for shrub bed maintenance across the Wards of Cudworth and North East.

2. Background and Context

The local environment has been highlighted as a major cause of concern by local residents across the four Wards. This is supported by the four Ward Alliances who have all highlighted the Environment as a priority for local consideration. The local Environment has been agreed as one of the funding criteria priorities for the Cudworth, and North East Community First Panels. Furthermore the respective Housing Steering Groups for the Wards both have an Environmental Budget which has been made available to improve the local environment around the Berneslai Homes Estates

Improvements to the local environment are also regularly discussed at local residents meetings, at the Councillors' surgeries and at the local street surgeries.

This is supported by a recent study by the Keep Britain Tidy organisation where 62% of people in England area said they were concerned about the appearance of their area and 57% considered litter to be a problem. Street cleansing alone cost taxpayers almost £1 billion a year in England (Keep Britain Tidy 2013).

A key purpose of the Area Council is to grow community capacity by commissioning local services and encouraging volunteering. The aims of Area Governance are to:

- Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives.
- Support the many benefits of volunteering and foster the many and diverse opportunities for residents to gain new skills and experiences through volunteering.
- Ensure customer services and the citizen experience of access is improved.
- Engage local communities in helping to shape the decisions and services in their neighbourhood.
- Ensure the Council operates fairly and demonstrates total commitment to equalities in policy and practice.
- Establish new models of delivering services guided by local choice and need.

A copy of the North East Area Council Area Plan can be accessed through the following link <https://www.barnsley.gov.uk/services/community-and-living/where-i-live/my-local-area/north-east-barnsley-area>

3. Strategic Aims and Priorities

BMBC Corporate Priorities

Growing the economy	Making the Wards of Cudworth, and North East a more inviting place to live and work. Create more jobs through employment programmes Utilise local supply chains in recognition of the critical reactive/responsive aspects of this requirement
Improving people's potential and achievement	Encouraging people who live and work in the two Wards of the North East Area Council to `Love Where They Live` and take a pride in their local community. Use volunteering to gain new skills and

	experiences. Use the knowledge, capacity and experience that exists at community level to create a more resilient and self-reliant community
Changing the relationship between the Council and the Community	<p>CR3 – Council Employee Volunteering Scheme – number of places</p> <p>CR4 – Number of Community representatives involved in making financial decisions which contribute to local Ward priorities.</p> <p>Ensure people have the opportunity to be more involved in designing, delivering and supporting services that improve their lives</p>

Area Council Priorities

The Environment

The Local Economy and Regeneration

Health and Wellbeing

Young People

4. The Service and Activities to be Delivered

Reactive Work

The Service Provider will provide a flexible, reactive and responsive service to local Councillors specific requests for improvements across the two Wards. This could include, for example:

- pruning of vegetation
- painting of street furniture
- minor repairs to fencing
- strimming a grassed area
- removal of litter
- removal of dog fouling

- removal of epicormic growth
- hedge strimming
- erection of street signs

Please note this list is not exhaustive and there may be other functions required of a similar nature. The Service Provider would be required to give evidence of how the requests for reactive work would be promptly met – please see the Price Quality Evaluation.

Funding will be made available to the Service Provider for any disposable items associated with these requests as identified under 'Materials' on Page 5 of this specification.

Social Action

The Service will help to address local needs through encouraging people who live and work in the area to support Volunteering opportunities, and take a pride in their local area through informal engagement. Volunteers contributions will help to ensure a sustainable and welcoming environment and this will in turn increase the attractiveness of the Wards as places to live, work and visit.

The Service will be one of Enablement and facilitation and will provide assistance and support to the North East Area Team at regular Volunteer Environmental Initiatives and Clean Up days across the two Wards, complementing the Love Where You Live initiative.

Examples of the assistance required at Volunteer Environmental Initiatives and Clean Up days are as follows:

- Use of machinery such as hedge trimmers, leaf blowers and strimmers, digging as required, and the removal of any green waste, litter and debris.
- Cleaning areas before, and after, Galas and Community Events, and the removal of any litter and debris.
- Putting up, and taking down, Christmas Trees safely, to a maximum of twelve, and taking them to be recycled.

Please note this list is not exhaustive and there may be other functions required of a similar nature.

Scheduled Work

The Service Provider will also provide a high visibility litter picking and general cleanliness schedule to the areas identified in the enclosed maps and on the indicated frequency.

This schedule of work will include as required:

- litter removal
- emptying bins in the area

- removal of dog fouling
- street sweeping
- street clearance
- weed and vegetation removal
- improvements to street furniture

Please note this list is not exhaustive and there may be other functions required of a similar nature

Additionally the shrub beds identified on the enclosed maps will be maintained at the minimum frequency indicated as identified in the enclosed maps. This will include:

- litter removal
- pruning
- weed control (hoeing or mulching)

Maps of the Shrub Bed locations can be provided on request.

Seasonal Work

The Service Provider will be expected to tailor their work to suit seasonal variations in demand. This would therefore include, for example, leaf litter removal in the Autumn to areas of green space as identified by the North East Team, assisting with snow clearance and gritting during the Winter, and support for Community Events and Community Clean Up days as required.

Matters to be reported

The Service Provider will be expected to act as the 'eyes and ears' in the community and be responsible for reporting other matters not within their scope of responsibility so that this can be actioned by the respective Council Service. This would include:

- Discarded needles
- Graffiti
- Fly Tipping
- Problems with trees that might require a tree surgeon
- Asbestos

Instructions on how these reports should be made will be provided.

Operational Development

We expect the service to operate from a local base and have a local presence in order to be able to respond to the Councillors requests via a central point of contact and to maintain a local community presence.

The uniformed service will include both proactive and reactive functions through proactively working to flexible schedules and reactively responding to local requests. The Service will have a flexible schedule which will complement the schedule and planned work programmes provided by Neighbourhood Services in the area and

avoid duplication.

It is anticipated that the service will require, as a minimum, a team of two people, plus an apprentice, and a suitable vehicle (see below). The Service Provider is requested to submit details of how they would intend to resource the service, including sickness and holiday cover – please see the Price Quality Evaluation.

It is anticipated that the service will maintain a high level of co-operation with the North East Area Team.

It is anticipated that in order to provide a high profile presence the service will operate the following pattern of hours:

The teams normal working hours will be as follows:

March to October: 8 am to 5 pm Monday to Thursday
8 am to 4 pm Friday

October to February: 8 am to 4 pm Monday to Friday

There may be up to 12 times in the year when weekend working (Saturdays and Sundays 8 am to 5 pm) will be required to help with Community Events and Clean Up days.

It is anticipated that the Team will work outdoors in all weathers

Close working links will be made with the existing Community Caretaker provision in the Parish Councils of Brierley, Great Houghton and Shafton.

The Service Provider will require a valid Waste Carriers License and disposal arrangements need to be in place.

Black bags will be provided by BMBC's Operational Services for distribution and use for community litter picking activities. These can be presented for collection at an agreed location with the Area Manager and will be collected by Operational Services and taken for disposal. There will be no charge for this arrangement.

Any asbestos, plasterboard or tyres will be reported to Neighbourhood Services for collection.

Materials

It is expected that the set up, and ongoing, costs of materials, tools and equipment will be met by the Service Provider. The Service Provider will ensure that these materials, tools and equipment are well maintained and kept in a secure place.

The Area Council will have a small budget available for community initiatives and will provide high vis jackets, gloves, paint, painting equipment, and black bags as required to support working with volunteers and other community initiatives.

Vehicle

It is expected that the vehicle provided will no more than 2 years old, on the day of the tender submission, and in good working condition. Details of the vehicle specification will be provided by tenderers as part of their tender return – see Price Quality evaluation section later. . The running costs, including fuel, tax and insurance and maintenance, and storage will be provided by the Service Provider.

The vehicle will be green, and signed up to read `The North East Area Council working for you, serving the Wards of Cudworth and the North East` in black letters. This will follow the `green` marketing theme for the area. It will also include the BMBC logo and `Love where You Live` and logo. Exact details for the sign writing will be provided.

Other Contract Details

- The contract will initially be for one year, with potential for extending by a further one year subject to satisfactory contract performance and future funding being available.
- The Service Provider will be expected to perform the service to a standard that can reasonably be expected of a grounds maintenance Service Provider.
- Training for employees will be the responsibility of the Service Provider.
- The Service will work closely alongside the Council's North-East Area Team with regard to planning and conducting volunteering initiatives.
- Attend and contribute to the 'Area Matrix Team Meetings' which incorporates all partners working in the locality to improve the local area who meet to share priorities, progress with their work.
- Recycling of waste will be carried out at all times.

5. Target Groups and Accessibility

People who live, or work, in the Wards of Cudworth and North East.

6. Location and Area

The location of the Service provided will be across the Wards of Cudworth and North East.

7. How will this work help to improve the local area

The Service will help to ensure that the environment for the people who live and work in the two Wards of Cudworth, and North East will be kept clean and well maintained.

8. Performance Measures

8a. Outcomes

(What good, benefit, change are you expecting to achieve as a result of the service or activity being delivered?)

<i>(state outcome)</i>	<i>(Rationale)</i>	<i>(Evaluation Methodology)</i>
- Inspire the local community to 'Love Where They Live'	Encourage, and inspire, people who live and work in the area to take a pride in their local environment.	Perception Surveys and Photographs
- Improve the local environment	As at 2, Background and Context, the environment has been highlighted as a key area of local concern.	Perception Surveys and Photographs
- Keep the wards clean and well maintained	The Wards need to be kept clean and well maintained to provide a pleasant environment for people to live and work in, and to help to encourage the local community to take a pride in where they live.	Perception Surveys and Photographs
- Increase skills and work experience at local level	Create more opportunities for local jobs	Number of work experience opportunities created
- Increase employment opportunities through apprenticeships	Create more opportunities for apprentices	Number of apprenticeships created

- Increase the number of people engaged in voluntary activities in the community	Encourage people who live and work in the area to become more actively involved.	Number of people engaged in Community Clean Ups and local community environmental initiatives.
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8b. Outputs (collectables)

(Easy to measure actions, units, events that tell us how much, how many or how often)

<i>(Output) Indicative List</i>	<i>(Target Number)</i>	<i>(Supporting Evidence)</i>
Street Cleansing		
NI195 % of streets below the acceptable standard for Litter	Target Litter 4%	This is a visual inspection carried out to measure the cleanliness of the area. There are 3 inspections per year covering the Zone 1 and 2 areas in each Ward. The results show the % of land inspected that falls below a defined standard for Litter. Therefore the lower the % the cleaner the area. This low indicator is reflective of Good Performance.
Tonnage of residual waste collected (approx.)	To be determined	Copy of weigh tickets
Tonnage of recycled waste collected (approx.)	To be determined	Copy of weigh tickets
Shrub Beds		
% of Shrub Beds out of specification	5%	There are 3 inspections per year covering each Ward.

Complaints / Compliments		
No. of Complaints received	To be quantified as received.	Collected through North East Area Team
No. of Compliments received	To be quantified as received.	Collected through Area North East Team
Responsive Jobs		
Number of jobs received	To be quantified as received.	Number of Client orders
Number of jobs completed	100%	Contractor's completed job records
Average response time (number of days)	1 – 3 days	Contact Point
Percentage (within specification)	100%	Contact Point
Social Action		
Number of Volunteering Opportunities supported	A minimum of 40	Photographs
Number of Volunteers supported	To be determined at the Community Clean Ups and Galas	Photographs, Councillor feedback and participant's feedback.
	A minimum of 20 Case Studies to be completed	A minimum of 20 Case Studies to be completed

8c. Milestones

<i>(Activity/Action)</i>	<i>(By When)</i>	
		This section will include the procurement programme picked out of the procurement strategy i.e. tender return; tender evaluation etc.

9. Contract Value and Duration

- The estimated cost of the Service is £75,000
- The contract will initially be for one year, with potential for extending by a further one year subject to satisfactory contract performance and future funding being available.

10. Contract Terms and Conditions

Please see attached Appendix A

11. Monitoring and Recording Arrangements

(i.e. regular meetings, progress reports from suppliers etc.)

The Service will be monitored on a regular basis by the local Councillors in their role as Community Champions, and the Area Team through the Matrix Team meetings.

Additionally Contract Monitoring meetings, comprising of the Lead Locality Officer, the Area Manager and the Service Provider, will meet on a four weekly basis to monitor the project. The Service Provider will provide the Contract Monitoring meetings four weekly updates on performance against targets and details of expenditure against the budget profile. A report from the Contract Management meeting will then be presented to the North East Area Council meeting.

A 'lessons learnt' meeting will be convened after 3 months, and an end of project report submitted before the contract end date.

The Service will be reviewed by all the respective Ward Councillors, initially after 6 months, and then after 12 months, at the North East Area Council meeting.

12. Quality Standards

12.1 The provider of this service has a legal obligation to adhere to all equality legislation. The service provider must produce their policy relating to race, gender, disability, religion or belief, sexual orientation and age. This policy should include the reporting mechanism for any adverse events which would constitute a deviation. Any and all adverse events should be reported to the Area Service Manager.

Robust policies and procedures are to be put in place to ensure safeguarding of all adults and children and, in particular, adequate measures/systems to ensure robust data protection and information governance.

12.2 The provider of this service will be required to adhere to the Health and Safety at Work Act 1974 at all times and any other relevant guidance and directives in force or subsequently issued. In addition the provider is required to achieve accreditation under one of the Safety Schemes in Procurement.

The Service Provider will ensure that:

- All materials used in carrying out the service comply with the Control of Substances Hazardous to Health Regulations
- All materials, and equipment, are stored in a safe and proper manner
- Environmentally friendly materials are used whenever possible
- All staff are equipped with appropriate training, (including needle search training) staff development and supervision.
- All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- The adherence of the Service Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met
- All staff employed or engaged by the Service Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined
- For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

Additionally

- The Service Provider will have a robust system for monitoring complaints and

suggestions; feedback from service users will inform service delivery.

- The Service Provider will submit reports summarising any complaints, investigations and remedial actions

Please also refer to Section 4 – Form of Contract

13. Commissioning and Procurement Officer Details

Caroline Donovan,
North East Area Council Manager,
North East Area Council,
Cudworth Council Offices,
Bow Street,
Cudworth,
Barnsley. S72 8JL

T: 01226 773013
or 01226 775590
M: 0797 1079982

E: carolinedonovan@barnsley.gov.uk

NPS will put the tender documentation on to YorTender.

NPS will respond to any queries in the first instance, and refer queries to the North East Area Team when appropriate.