

**BARNSLEY METROPOLITAN
BOROUGH COUNCIL**



NORTH EAST AREA COUNCIL

**APPRENTICESHIP AND
EMPLOYABILITY STUDY
PROGRAMME - FOCUSING ON THE
LOCAL ENVIRONMENT**

PROJECT REF:

RETURN DATE:

TIME: 12 NOON

SPECIFICATION

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SECTION 1

PROJECT OVERVIEW AND SCOPE OF SERVICE

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PROJECT OVERVIEW AND SCOPE OF SERVICE

1. INTRODUCTION

- 1.1 The North East Area Council wishes to procure an Apprenticeship and Employability Study programme, with a strong focus on the local Environment. The Councillors have highlighted the Economy and Regeneration as a Key Priority, and want to achieve local solutions to building employment and skills across the North East Area Council. The Apprenticeship and Employability Study Programme will provide the young people with a recognised knowledge and competency qualification, and hands on learning approach to enhance their qualifications and improve their CV's. It will deliver a recognised route into work and improve educational achievement, which in turn will strengthen young people's employment prospects and aspirations.
- 1.2 The Apprenticeship Programme will include a second stage Apprenticeship scheme, for two apprentices who have completed the Stage 1 programme. This will include responsibility to maintain and keep clean their own small community area, a rapid response to help the two North East Environment Teams, using a peripatetic approach, as required, and the opportunity to undertake further enhanced qualifications to enhance their skills and employment prospects such as the Site Supervisors Safety Training Scheme (SSSTS). This course introduces them to their legal responsibilities regarding health, safety, welfare and environmental issues. This will give them further meaningful qualifications, and put them into a position of being well qualified for any job vacancy they may choose to apply for in the future.
- 1.3 The Apprenticeship Programme will also include a requirement for Social Return on Investment and will work closely with the Council's North East Area Team to support, and help to facilitate, opportunities for Volunteering through informal engagement, and the onsite co-ordination and delivery of the Volunteering initiatives. The Apprentices will be involved in a programme of Active Citizenship which will enhance their skills and develop their community awareness. Familiarity with the values of collective responsibility, and community spirit and pride, will be a valuable part of the work experience undertaken by the Apprentices. Effective communication and customer care values are, therefore, essential to inspire people who live and work in the area to *Love Where You Live*, and this will be an integral part of the commission.
- 1.4 Furthermore, the Environment is another Key Priority identified by the North East Area Council, and following on from the very successful North East Environment Team contract, the Area Council would like to continue to provide a responsive, efficient and accountable, local, uniformed Environment Team service, with a strong focus on the provision of local Apprenticeships.
- 1.5 It is anticipated that there will be two Environment Teams. These Teams will focus on maintaining and improving environmental standards, as per National Indicator 195 – Improved Street and Environmental Cleanliness (referred to later in the document), in high profile areas incorporating the village centres, main shopping centres and key access routes across the Electoral Wards of Cudworth, Monk Bretton, North East and Royston. The Service will improve, and effectively maintain these areas, and clear any identified local community Hot Spot areas on request.

- 1.6 The Environment Teams will also provide a flexible, reactive service which will respond to local requests, for example, cutting back shrubs, shrub bed maintenance, overhanging footpaths, strimming a grassed area or low scale fencing painting and repairs.

2. BACKGROUND AND CONTEXT

- 2.1 The aims of local Area Governance are to:

- Establish new models of delivering services, guided by local choice and need.
- Engage local communities in helping to shape the decisions and services in their neighbourhood.
- 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.
- Ensure the Council operates fairly and demonstrates total commitment to equalities in policy and practice.
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- 2.2 Further information with regard to the work of the North East Area Council can be found in the North East Area Council Review. Please refer to the documents on Yortender - North East Area Council Review Autumn Winter 2015 and Village Life.

- 2.3 The local Economy and Regeneration has been highlighted as a central focus across the North East Area Council, and links in with Barnsley MBC's Corporate priorities to achieve:

- A Thriving and Vibrant Economy
- Strong and Resilient Communities
- People Achieving their Potential

- 2.4 The North East Area Council has recognised the need to provide development opportunities for the young people in their communities, and the need to help to raise young people's aspirations. The Councillors have recognised that the Personal and Social development of a young person should include Confidence Building, Self Esteem, Health and Wellbeing, independent Living Skills, independent Travel Skills, Active Citizenship, Careers Guidance and Interview Practice. It was felt that commissioning a local Apprenticeship programme would help to deliver these skills to help young people locally to achieve their potential and develop their future careers. Research (2013) by BITC shows that *Over half of young people in England would choose to do an apprenticeship if they could, according to a new ICM survey*
<http://www.bitc.org.uk/news-events/news/young-people-favour-apprenticeships>

- 2.5 Additionally, the local environment has been highlighted as a significant asset by local residents across the four Wards. This is supported by the four Ward Alliances which have all highlighted the Environment as a priority for local consideration. Improvements to the local environment are also regularly discussed at local residents meetings, at the Councillors' surgeries and at the local street surgeries. In

a recent study by the Keep Britain Tidy organisation where 62% of people in England 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). Feedback to date from people who live and work in the area with regard to the service provided by the North East Environment Teams has been extremely positive, and the North East Area Council has resolved to continue this service provision.

- 2.6 A key purpose of the North East Area Council is to grow community capacity and Social Return on Investment through commissioning local services and encouraging Volunteering. The importance of Social Value has been highlighted as part of each North East Area Council procurement, and all successful organisations should effectively demonstrate how they will create local jobs, use local supply chains, ensure local spend, support and encourage existing Volunteers, and create new Volunteering and work experience opportunities.
- 2.7 Increased Volunteering opportunities, and potential for greater community participation and development will be supported through Active Citizenship initiatives.
- 2.8 Local spend will be encouraged and the commission will encourage maximising the amount of both formal, and informal, spend within the Barnsley economy. Service Providers will be encouraged to retain expenditure within the local community. The New Economics Foundation (NEF) highlights the positive impact on local economies of optimising local spend from contracted activity. The local multiplier effect is usually between 1.5 and 3.0 which means that for every £1 spent with Barnsley suppliers the economic impact will be 1.5 to 3 times the amount spent.
- 2.9 Additionally it is envisaged that the initiative will help to reduce benefits dependency in disadvantaged communities.

3. STRATEGIC VISION AND VALUES

- 3.1 Barnsley MBC's Vision is to:

Work together for a brighter future, a better Barnsley

- 3.2 Our Values include:

We're a Team

We all work together for the same goal – to make Barnsley a better place for the people who live, work and visit here.

We're Honest

We always say what we mean. Most of all we are reliable, fair and true.

We'll be Excellent

We work really hard to provide the best quality and value for money for the people of Barnsley. Only our best is good enough.

We're Proud

We are dedicated to making Barnsley a better place. We take pride in our work.

4. COUNCIL PRIORITIES AND OUTCOME STATEMENTS

- 4.1 In developing and delivering this service, the Service Provider should ensure that it is contributing to the Council's Corporate priorities and outcome statements as outlined below:

A Thriving and Vibrant Economy	Create more and better jobs and good business growth Increase skills to get more people working Develop a vibrant Town Centre Strengthen our visitor economy Create more and better housing
People Achieving their Potential	Every child attends a good school Early, targeted support for those that need it Children and adults are safe from harm People are healthier, happier, independent and active
Strong and Resilient Communities	People volunteering and contributing towards stronger communities Protecting the Borough for future generations Customers can contact us easily and use more services online

- 4.2 The initiative will also contribute to Sheffield City Region's More and Better Jobs Strategy.

5. SPECIFIC AIMS AND OBJECTIVES OF THE SERVICE, INCLUDING SOCIAL VALUE OBJECTIVES

5.1

- Create recognised, local, Apprenticeship opportunities and Employment studies programme which are fit for purpose, and strengthen the local communities' skills base.
- Applicants must be resident in the Barnsley Borough.
- Provide training and employment opportunities for vulnerable groups in disadvantaged local communities.
- Increase local spend
- Maximise Social Return on Investment
- Reduce benefits dependency.
- Inspire people who live and work in the North East Area Council to 'Love Where they Live'.
- Improve the local environment.
- Maintain and improve Environmental Standards.
- Keep the North East Area Council area clean and well maintained.
- Link with other North East Area Council procured services to support the overarching aims of Area Governance shown previously.
- Effective deployment of available resources to fully comply with and deliver the requirements of this specification.

5.2 Social Value Objectives

Under this contract, the successful service provider will be required to actively contribute to the achievement of specific Social Value objectives. These reflect the Vision and Corporate Priorities of the Council outlined in Sections 3 and 4, and include:

- Be sustainable, and support the creation of sustainable communities by increasing local employment opportunities.
- Increase skills and work experience at local level, and maximise local apprenticeship and employment studies opportunities.
- Ensure local spend.
- Build relationships with local businesses, and use local supply chains whenever possible.
- Build relationships with the local community and support and encourage existing Volunteers
- Increase the number of people engaged in Voluntary activities in the community.

6. THE SERVICE AND ACTIVITIES TO BE DELIVERED

Apprenticeships

- 6.1 To provide Apprenticeship and employment studies programme opportunities to young people in the local communities.

- 6.2 The Provider should have a proven track record in terms of working with underrepresented groups in disadvantaged communities, and with working with challenging and hard to engage young people. The commission wishes to actively include opportunities for Apprenticeships for vulnerable, and under represented, groups in the local community such as Not in Education, Employment or Training (NEET), Special Educational Needs, and or Disabilities (SEND), Behavioural Difficulties, Youth Offending Team (YOT), young people in Care, or young people leaving Care.
- 6.3 A key milestone of the scheme will be the achievement by an Intermediate Apprentice of a vocational level 2 qualification, and technical level 2 qualification, and a minimum Level One in Functional Skills in Maths and English.
- 6.4 It is an important requisite of this commission that all time constraints are minimised wherever possible. This will help to maximise outcomes and ensure value for money. It is anticipated that all Stage 1 Apprentices should be enrolled on to an intermediate framework, with the chosen training provider, within four weeks of starting their employment, and be ready to commence training within six weeks.
- 6.5 Health and Safety requirements and knowledge are a paramount consideration to the North East Area Council and all Apprentices will be required to complete a thorough basic Health and Safety training unit, which includes guided learning hours and a test.
- 6.6 Risk assessments, to include apprenticeships report, will be carried out as appropriate and copies will be made available at the Contract monitoring meetings.
- 6.7 Additionally short term employment studies and work experience should be provided to local school pupils, residents requesting voluntary experience, and community pay back schemes wherever possible. These short term schemes should include an agreed training plan. It is envisaged that this training plan will include an induction programme, toolbox talks, the safe use and storage of equipment, health and safety training, first aid training, manual handling training, needle stick awareness, asbestos awareness and Customer Care guidance. It is requested that Certificates of Attendance will be given to all short term placement users.
- 6.8 It is anticipated that a minimum of 12 apprenticeship places, on a rolling programme, will be facilitated, in addition to a minimum of 6 work experience places, 6 Volunteer opportunities to work with the teams on a daily basis, and 6 opportunities for reparation, will be made available through the commission, per annum.

Social Action

- 6.8 The Social Return on Investment should be maximised wherever possible to contribute to a thriving, flourishing and vibrant local economy. This should include:
- 6.9 Optimising local spend, and using local suppliers and venues wherever possible, will be actively encouraged.
- 6.10 Recognising the Social Return on Investment through increasing training opportunities, increasing opportunities for employment, and local skills development

- 6.11 Encouraging a greater sense of community cohesion and increasing Volunteering opportunities and the potential for greater community participation and development.
- 6.12 Fostering relationships in the local community with the local businesses, and building up Civic Pride.
- 6.13 Promoting Community Pride to local community groups and encouraging people who live and work in the area to take ownership of their local community environment.

Local Knowledge

- 6.13 Local knowledge would be an advantage to be able to encourage the local community to take a pride in the area in which they live and work. Inspiring people in the local communities to support and participate in Volunteering opportunities through informal engagement will be a key task for the Teams. 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.
- 6.14 In addition to performance reports being regularly fed back to the Area Council, the initiative will be linked to the Ward Alliances, with a mutual exchange of information with regard to volunteering, hot spot areas, and outputs and outcomes being a meaningful part of the commission.
- 6.15 The Service will be one of enablement and facilitation and will provide assistance and support to the North East Area Team at regular Volunteer Initiatives and Clean Up days across the area, complementing the 'Love Where You Live' scheme.
- 6.16 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 strimmer's, digging as required and the removal of any green waste, litter and debris.
 - Recording attendees.
 - Cleaning areas before and after Galas and Community Events and the removal of any litter and debris.

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

7.0 Reactive Work

- 7.1 The Service Provider will provide a flexible, reactive and responsive service to specific requests for environmental improvements across the North East Area Council. 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.

It is expected that the set-up and ongoing costs of materials, tools, equipment will be met by the provider.

Specifications for Reactive/Responsive Work

7.2 *Minor Site Clearance*

All non-combustible rubbish, including glass, rubble, brickwork, metalwork and general debris shall be collected by the contractor and disposed of offsite to the authorised tip, unless specific authorisation is given to burying this material on site.

7.3 *Vegetation Clearance*

The contractor shall cut down, grub up stumps, collect and remove to an approved tip in areas directed by the Supervising officer, all bushes, scrub, long grass and weeds as indicated and in the job order and not specifically scheduled for retention, to leave a clean surface.

7.4 *Removal of Epicormic Growth and Suckers*

Description: Epicormic growth is twiggy shoot growth which appears to grow from the bark surface and which grows on some species of trees, notably lime and sycamore. It often grows from the base or on the stem or in the crown as a reaction to heavy pruning.

Reason: This growth, particularly around the base of the tree, can cause an obstruction where it is close to footpaths, driveways or the road. Also, it may be removed for aesthetic reasons. This type of maintenance will often have to be done annually as the shoots soon regrow.

Specification: Epicormic growth less than 20 mm in diameter should be pruned cleanly back to its point of origin, avoiding damaging the bark of the tree. Growth greater than 20 mm should be cut back to avoid damage to the branch bark ridge and collar. This must be carried out using a sharp handsaw or secateurs. On no account should a chainsaw be used in this operation. All shoots must be removed back to but not into the branch collar, leaving no projections or exaggerating the size of the wound

7.5 *Hedge cutting*

The Authorised Officer will instruct the Contractor as and when which hedges require this operation.

Key Aims:

- To provide neatly clipped hedges which are weed free.
- To prevent hedges affecting footpaths or vision splays.

7.6 *Equipment*

- (a) The Service Provider will use sharp secateurs, shears, or hand held reciprocating mechanical cutters to cut the hedge. Permission from the Authorised Officer is to be obtained if the Service Provider wishes to use any other type of equipment.
- (b) All equipment is to be kept sharpened to achieve a neat clean cut; any chewed or torn growth will not be accepted.

7.7 *Methods of Cutting*

- (a) Cutting will be to remove current seasons growth, so as to encourage a stable hedge with a straight level even appearance to top, sides and ends.
- (b) The hedge is to be cut back to the same height, width and general shape as that which existed at the completion of the last approved cut.
- (c) All arising clippings, including clippings lodged in the hedge, will be cleared from site at the end of each working day and disposed of to an approved disposal site.
- (d) Any rogue plants, such as elderberry, are to be completely removed.

7.8 *Strimming of Grassed Areas*

The Service Provider shall strim back vegetation within the specified area to obtain a height of 100 mm to 150 mm over the whole area. Any weed growth, such as nettles, from adjoining properties and land that overhangs the grass areas indicated is to be cut back flush to the boundary on each occasion.

On no account are strimmers to be used directly adjacent to trees, shrubs or other features; the Service Provider should make provision for hand cutting these areas. Prior to strimming, the Service Provider is to inspect the site and ensure all litter, branches and other debris is removed to an approved disposal site. Any litter strimmed over is to be cleared by the Service Provider before leaving the site. Failure to do so will be considered a “default” in performance. The machinery being used is to be of an appropriate type and size for the area being cut; all persons operating such machinery will have been properly trained and competent in its use. Any grass clippings falling on adjacent hard surfaced areas or beds shall be swept back onto the grassed area at the time of cutting.

7.9 *Shrub Bed Areas*

Weed Control in Shrub Areas

Shrub areas shall be hoed, forked or hand weeded as appropriate to keep areas clear of weeds, avoiding damage to shrubs and disturbance to their root systems. Weeding shall be such as to destroy all small weeds and to collect and remove from site all large weeds, together with their roots, leaving the soil surface in an even tilth.

Collect and remove to tip all litter and debris in shrub areas.

Herbicide treatment is not permitted.

Pruning

All shrubs, roses etc. are to be pruned in a manner and at a time suited to their species, their location and to prevent them restricting footpaths and sightlines.

Cuts shall be made using clean sharp implements. Mechanical hedge cutters are not to be used without prior approval from the Authorised Officer.

Grass Edging

Grass edging shall be cut by hand or approved mechanical implement to maintain vertical trimmed edge.

Winter Maintenance

Shrub beds should receive a thorough reshaping prune as part of their winter maintenance wherever possible, and this work should be completed between November and February.

7.10 *Painting*

Metal Work General Preparation

The Service Provider shall remove any loose unsound coatings. Feather back to a firm adhered perimeter abrade any remaining areas.

Finish:

- Apply 1 no. coat of primer and allow to dry;
- Apply 2 no. undercoats and one finishing of gloss paint to general surfaces.

External Wood General Preparation

The Service Provider shall rub down the surfaces to an appropriate level removing any loose unsound coatings. Where necessary, rotten wood should be cut out and treated replacement used.

Where required, filler to be used and surface rubbed down to give smooth finish.

Finish:

- 1 no. coat of primer on bare timber and 2 no. undercoats, previously painted, 2 no. undercoats
- 1 no. top coat

8.0 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 frequency indicated in Appendix C.

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

8.1 Street Cleanliness Litter Removal

General

The Service Provider shall ensure to keep all roads identified free from litter, rubbish and animal fouling.

The Service Provider shall have due regard to the Environmental Protection Act 1990, Code of Practice on Litter and Refuse, Control of Waste Regulation 1992, Registration of Waste Carriers and Waste Management the “duty of care” Code of Practice. The Service Provider’s attention is drawn to the possible presence of sharps for which the Service Provider should provide suitable containers. The Service Provider is to dispose safely of any such containers to an approved location.

Street Cleanliness Litter Removal

The North East Area Council adheres to the street cleanliness Performance Indicator NI 195, a National Standard for Local Authorities to measure the local environmental quality of their public realm in a structured way.

Each site is given a grading assessment based on the four point scale set out in the Code of Practice on Litter and Refuse (COPL&R), ranging from Grade A (clean) to Grade D (heavily affected):

- Grade A – no litter or refuse
- Grade B – predominantly free of litter and refuse except for some small items

- Grade C – widespread distribution of litter and refuse, with minor accumulations
- Grade D – heavily littered, with significant accumulations.

8.2 Ward Zones

Areas of the Ward are zoned according to their use; the Service Provider shall ensure to keep the following standards:

Zone 1 is the High Street centres and strategic routes

Grade A must be achieved after cleaning. If this falls to Grade B, it must be restored to Grade A within 24 hours of a working week.

Zone 2 hot spots, car park other public areas

Grade A must be achieved after cleaning. If this falls to Grade B, it should be restored to Grade A within 3 working days.

8.3 Litter and Dog Waste Bins

The Service Provider shall ensure to keep to empty litter and dog waste bins at a frequency that prevent them from becoming more than three quarters full.

8.4 Removal of Dog Fouling

To manually cleanse areas of dog fouling with the aid of brooms, shovels and litter picking tools, depositing such wastes into disposable sacks.

8.5 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 Area Team, assisting with snow clearance and gritting during the Winter and support for Community Events and Community Clean Up days as required.

8.6 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.

8.7 Operational Development

We expect the Service Provider to operate from a local base and have a local presence in order to be able to respond to 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 Provider will have a flexible schedule which will complement the schedule and planned work programmes provided by Neighbourhood Services in the area and avoid duplication. The provider is also expected to work closely with the North East Area Council's Environmental Enforcement Services.

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).

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

In order to provide a high profile presence, the service will operate the following pattern of hours. The Team's normal working hours will be as follows:

March to October: 8.00 am to 5.00 pm, Monday to Thursday
 8.00 am to 4.00 pm, Friday

November to February: 8.00 am to 4.00 pm, Monday to Friday

There may be up to 12 times in the year when weekend working (Saturdays and Sundays, 8.00 am to 5.00 pm) will be required to help with Community Events and Clean Up days.

Additionally a skeleton staff will be required to be on call over the Christmas and New Year period.

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

It is expected that close working links will be made with the Parish Councils of Brierley, Great Houghton and Shafton.

The Service Provider will require a valid Waste Carriers Licence and shall be responsible for the collection and disposal of wastes as indicated in the services to be provided. The Service Provider will be responsible for disposing of the waste generated by them, and recycling is to be carried out wherever possible. Any waste generated by the Service Provider as part of community activities or projects instigated by the North East Area Team will be disposed of by Barnsley Council at no cost. The provider will have their own Waste Carriers License and should provide evidence as part of the procurement process of their waste disposal and recycling arrangements.

Any asbestos or hazardous wastes will be reported through the contact centre.

8.8 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.

8.9 Vehicles

It is expected that the vehicle provided will be in a good exterior condition and in good working order. Details of the vehicle specification will be provided by tenderers as part of their tender return. The running costs, including fuel, tax, insurance, maintenance and storage will be covered by the Service Provider and included within the tender price submitted.

The vehicle will be white, and signed up to read 'The North East Area Council working for you, serving the Wards of Cudworth, Monk Bretton, North East and Royston' in black letters. It will also include the BMBC logo and 'Love where You Live' and logo. Exact details for the sign writing will be provided.

8.10 Other Contract Details

- The contract will be for 10 months, plus 1 year, plus 1 year, plus 1 year, subject to satisfactory contract performance and a break clause.
- Training for employees will be the responsibility of the Service Provider.
- The Service Provider will work closely alongside the Council's North East Area Team with regard to planning and conducting Volunteering initiatives.
- The Service Provider will be expected to perform the service to a standard that can reasonably be expected of a grounds maintenance Service Provider.
- The Service Provider is to allow for the separation of recyclable and non-recyclable material so that the Council is limiting the amount of spoil going to landfill.

9. TARGET GROUPS IN THE NORTH EAST AREA COUNCIL AREA

- 9.1 People who live, visit, or work, in the North East Area Council area.

10. EQUALITY IMPACTS

- 10.1 The successful Service Provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion and culture, lifestyles and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

11. PERFORMANCE MEASURES AND OUTPUTS

11.1 Service Outcomes and Measures

Table 1 below details the outcomes or results that the Service Provider is required to achieve as a consequence of the service being delivered. A list of possible outcome measures is also provided. This is indicative only and Tenderers are required, as part of their tender return, to propose their own list of outcome measures, along with realistic targets, baselines and methodology for gathering the data collection and measuring. Final measures and targets will be agreed prior to contract commencement. Please refer to Section 2 – Tender Quality Questionnaire.

11.2 Table 1

Performance Measures		
Outcome	<i>Indicative Outcome/Measure/Targets</i>	<i>Indicative Methodology</i>
A Thriving and Vibrant Economy Thriving and Performing	<i>Number of new local jobs created</i> <i>Number of local apprentice starts created</i> <i>Number of short term placements created</i> <i>Number of training opportunities created</i>	<i>Recorded through narrative Performance Reports and Case Studies</i> <i>A total of 12 Case studies will be required per annum.</i>
People Achieving their Potential	<i>Number of people supported from disadvantaged backgrounds</i> <i>Number of people with a learning disability achieving employment</i> <i>Number of people who are Not in Education, Employment or Training supported</i> <i>Number of qualifications realised</i>	<i>Recorded through narrative Performance Reports and Case Studies</i> <i>A total of 12 Case Studies will be required per annum.</i>

Encouraging people to Volunteer	<i>Number of Volunteering opportunities supported Number of Social Action projects supported</i>	
Strong and Resilient Communities Focusing on achieving outcomes for Communities Empowered and informed citizens	<i>Increase the number of people engaged in voluntary activities in the community. Target: support 50 New Volunteers per Ward per annum Increase the number of people involved in local governance Target: support 2 New Groups per Ward per annum Number of local supply chains supported and amount of local spend realised.</i>	<i>Number of existing, and new, Volunteers recorded. Photographs Record of Reports into Ward Alliances Recorded through narrative Performance Reports and Case Studies</i>
Improve the Local Environment, making the North East Area Council area a more inviting place to live and work	<i>Keep the streets clean and well maintained. Percentage of streets below the acceptable standard for litter. Target 4% Responsive jobs to be satisfactorily completed within 1-3 calendar days. Target level 100%</i>	<i>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 Service Provider completed job tickets/records</i>

	<i>Number of complements or complaints received</i>	<i>Recorded through narrative Performance Reports and Case Studies - a total of 12 Case Studies will be required per annum.</i>
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13. CONTRACT VALUE AND CONTRACT DURATION

- 13.1 The contract will be for 10 months, plus 1 year, plus 1 year, plus 1 year, subject to satisfactory contract performance and funding being available.

The Contract price shall not £245,000

14. CONTRACT MONITORING AND RECORDING REQUIREMENTS

- 14.1 The Service will be formally monitored through monthly contract monitoring meetings with the Area Council Manager, and the North East Area Team. Partners will be invited to this meeting as appropriate.
- 14.2 The Service will be informally monitored on a regular basis by the Local Councillors in their role as Community Champions through the Area Council performance reports.
- 14.3 The Service Provider will need to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and targets. There is a key requirement of the Service Provider to:
- Attend and provide the Contract Monitoring meetings with four weekly updates on performance against targets, details of expenditure against the contract sum profile, results of Ward inspections, complaints and compliments received and status, number of responsive jobs received and status, recent case studies. A report from the Contract Management meeting will then be presented to the North East Area Council meeting.
 - Attend a 'lessons learned' meeting 3 months before the end of year 1 and submit an end of project report before the contract end date.
- 14.4 The Service will be formally reviewed by all the respective Ward Councillors, initially after 6 months and then after 12 months, at the North East Area Council meeting.

15. QUALITY STANDARDS

- 15.1 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.
- 15.2 Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard.

16 The Service Provider will ensure that:

- All staff are equipped with appropriate training, including health and safety, 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. It holds a valid Waste Carriers Licence.
- 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.

Additionally:

- The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.

Please also refer to Section 4 – Form of Contract

