



BARNLSLEY
Metropolitan Borough Council

Barnsley Metropolitan Borough Council

DRAFT

SPECIFICATION OF REQUIREMENTS

**Contract Title: Central Area Council – Peri-Natal
Volunteer Home Visiting and Community Support**

Contract ID: DN257510

Closing Date: 08/10/2018, 12 noon

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1.0 PROJECT OVERVIEW

1.1 Introduction

Within the overall context of Barnsley Council's "Early Help and Prevention" approach, **Central Area Council** (which covers the 5 wards of Central, Dodworth, Kingstone, Stairfoot and Worsbrough), has identified a need to address emotional wellbeing and isolation issues in expectant and/or new mothers (peri-natal) living in the area.

Central Area Council therefore wants to commission a Provider to develop and deliver a service that offers an initial home based 121 volunteer visiting service, with follow-on support provided to introduce new parents to community provision/universal services/Family Centre provision etc.

This service should build on the home visiting service provided by Homestart South Yorkshire over the past 3+ years.

The service should increase the resilience and emotional wellbeing of new mothers who are experiencing isolation and low level emotional wellbeing issues. This approach should provide a sustainable support network and in turn, contribute to a reduction in the need for more costly services for both parent or child further downstream.

In developing and delivering this Service, the Provider should ensure that it is contributing to the Council's Corporate priorities and achievement of outcomes.

Sustainability, community support, use of an asset based community development approach, partnership working, self-reliance and reciprocity should be built into the service design and delivery. Where needed, support should also be provided or existing agencies/organisations contacted, to establish new groups and activities.

Opportunities for recruiting, training, deploying and supporting volunteers should also be a key element of the delivery model.

1.2 Background

Barnsley is a Metropolitan Borough of South Yorkshire, England. The Borough was formed under the Local Government Act 1972. The Borough now forms part of both the Sheffield City Region (SCR) and the Leeds City Region (LCR).

A new Governance Framework was introduced by Barnsley Council in 2013 which incorporates:

- **6 Area Councils**- Councillors responding to strategic priorities on an area basis and commissioning services with a strong social value ethos to meet these challenges.
- **19 Ward Alliances**-Councillors working alongside community representatives to mobilise and enable community responses to local challenges.
- **Our "love Where You Live" campaign**-to inspire people to get involved in volunteering locally to make a difference in their community.

The **Central Area Council** area sits in the centre of the borough of Barnsley and geographically includes the town centre as well as a number of neighbouring residential areas surrounding the town. The area covers 35km², has a population of 52,764 (22.8% of borough), and covers the five electoral wards of Central, Dodworth, Kingstone, Stairfoot and Worsbrough.

The Central Area Council is made up of 15 elected members (3 from each ward), and is supported by the Central Area Council Manager.

The diagram at Appendix X outlines Central Area Council's priorities, principles and corresponding links to the Council's corporate outcomes.

As part of Central Area Council's "Family Support " priority, low level peri-natal emotional wellbeing has been identified as an issue, with the associated presenting problems of low confidence, self-esteem, loneliness and isolation. In addition, such issues can have a significant impact on the capacity and confidence of individuals to parent effectively, potentially resulting in issues of atonement, attachment and bonding. All of these issues can have a negative impact on the development of the child.

Further down the line they can also have a significant negative impact on engagement and attendance at school, anti-social behaviour etc.

The Borough wide Mental Health Midwife currently supports those expectant mothers who have been referred to the Mental Health Service. However, little or no provision exists for those experiencing low levels of emotional well-being.

Given the issues of low confidence and self-esteem outlined above, and reflecting the views of a number of those involved in discussions to date, it is unlikely that any kind of "centre based" approach will effectively engage those individuals that the proposed service would be targeted at.

A Central Area Council Working Group with elected member and service/specialist representation was therefore established to develop the provision of "a volunteer home visiting and community follow-on peri-natal emotional well-being support intervention".

2.0 THE COUNCIL'S STRATEGIC OBJECTIVES

2.1 Visions and Values

The Council's Vision is to 'Work together for a brighter future, a better Barnsley'

Our Values include:

Working Together

- We work as "One Council" to do the best that we can for our customers
- We build partnerships and work with others to achieve the best for Barnsley
- We are understanding and supportive of others, respecting and valuing differences

Honesty

- We are open and honest about what we are able to achieve, the decisions we make and how well we are doing
- We are true to our word, reliable and fair
- We are responsible and accountable for our actions

Excellence

- We are committed to quality and value for money
- We learn from our successes and mistakes
- We are flexible, adaptable and respond positively to change

Pride

- We are proud of the work we do and services we deliver
- We are proud to support our communities to make Barnsley a better place
- We are proud of our achievements

2.2 Priorities and Outcome Statements

In developing and delivering this service, the Provider should ensure that it is contributing to the Authority's corporate priorities and outcome statements as outlined below:

Thriving and vibrant communities	Create more jobs and businesses through appropriate provision of business, enterprise and employment programmes to reduce worklessness amongst those currently unemployed and increase skills levels of our current and future workforce
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<p>Supporting resilient communities</p>	<p>Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley</p> <p>Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering</p> <p>Ensure customer services and the citizen experience of access is improved-facilitate greater self-help</p> <p>Engage local communities in helping them shape decisions and services in their neighbourhood</p>
<p>Citizens achieving their potential</p>	<p>Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed</p> <p>Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum</p> <p>Make the improvement of people’s health and wellbeing everybody’s business, with an emphasis on prevention and the contribution that all services can make</p> <p>Prioritise the reduction in health inequalities between different parts of the Borough</p> <p>Ensure that the Council plays a strong part in keeping the Borough safe, and work with others to improve community safety</p>

3.0 SCOPE OF SERVICES

3.1 Description of Service to be Provided

The Provider will develop and deliver all aspects of a volunteer led one to one home Visiting/befriending support Service that supports those women referred to improve their emotional well-being.

Close links will be established with the Midwifery and Health Visiting Service to ensure appropriate assessment and referral processes are developed and implemented.

Volunteers undertaking home visits will be well equipped and supported to carry out this role, and will be able to provide relevant support and sign-posting to service users.

Acknowledging the importance of people being “connected” to each other and communities in developing and maintaining good emotional wellbeing, service users will be encouraged and enabled to participate in community activities and events, and/or supported to access Universal and other services.

The Provider will identify any gaps in community provision and where possible, work with existing organisations to support the establishment of new groups or activities and/or peer support groups

The service will only be delivered to expectant or new mothers who are experiencing low level emotional wellbeing issues **and** who live in one of the five wards that make up the Central Council area.

The Provider will be expected to:

- Liaise with the Midwifery Service, Health Visiting Service and other professionals to ensure effective delivery of the service
- Understand existing peri-natal mental health support available in Barnsley and how this new service complements current provision.
- Develop and implement an easy to use and appropriate referral pathway for this service, with clear referral criteria.
- Develop and deliver an effective training programme for volunteers
- Effectively recruit, train, deploy and support volunteers, ensuring all checks are carried out
- Effectively and appropriately “match” volunteers with individuals referred
- Ensure that women are encouraged/enabled to access community activity and/or Universal services
- Develop and implement the necessary tools and processes to measure “distance travelled” by individuals using the service

3.2 Specific Aims and Objectives of the Service

The overarching aims of the service are:

- Improve and sustain health and emotional wellbeing in expectant/new mothers living in the Central Council area

- Reduction in social isolation
- Improved social inclusion and access to community resources
- Increased uptake of Universal Services
- Improve individual and family resilience
- Increase confidence in parenting and development of children
- Create more resilient and connected communities
- Reduce the need for more costly services further downstream

The objectives of the service are to ensure:

- Close liaison with Midwifery and Health Visiting Services to ensure early identification of individuals living in the Central Council area who require the service.
- Close liaison with the Council's Family Centre, Family Support and other relevant Services
- Provision of a volunteer led 121 home visiting service
- Volunteers are recruited, well trained, managed and supported
- Individuals are encouraged to take part in community/social activity
- Individuals are supported to access Family Centre and other universal services
- Improve self confidence and self-esteem of expectant/new mothers
- Distance travelled by the individual is captured.

3.3 Social Value Objectives

The successful Provider will also be required to actively contribute to the achievement of the following social value objectives:

- Provision of local skills development, work experience placements & apprentice opportunities.
- Employment and training opportunities within the locality.
- Collaboration with local Voluntary Community Organisations and Community Groups.
- Increase adult volunteering opportunities in the local community.
- Recruitment and deployment of adult volunteers.
- Development of strong community networks, community self-help and resilience.
- Local spend/use of local supply chains/sub-contracting locally.

4.0 REQUIREMENTS OF THE PROVIDER

4.1 Service Providers Responsibility

The successful Provider will

Safeguarding

DBS

GDPR/Data sharing protocols

4.2 Quality Standards

The Provider will have all relevant policies and procedures in place.

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.

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

4.3 Health and Safety – is this a standard section??? Waste carriers etc not relevant...???

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.
- 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
- It holds a valid Waste Carriers Licence (Throughout the contract term)

- 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.

4.4 Environmental Requirements

Project sustainability is key. The successful Provider will be expected to give consideration to the whole lifespan of the project, beyond the term of this contract.

The Provider will be required to comply with all legislation and Council policy in relation to the disposal and recycling of waste.

4.5 Branding Requirements

The successful Provider will be supplied details of all relevant brand guidelines associated with the Council and Area Council schemes and expected to adhere to these with any associated materials produced.

4.6 Equality and Diversity Requirements

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, culture, lifestyle 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.

Please also refer to Appendix Eight – Form of Contract (Terms and Conditions).

5.0 PERFORMANCE MEASURES

5.1 Contract Monitoring and Recording Requirements

Following the award of the contract the Council will hold an inception meeting with the successful Provider to review the following;

- The appointment/assignment of a Contract manager for both parties
- An overview of the staff to be engaged in the service delivery
- A contract management meeting schedule for the duration of the contract (Quarterly as a minimum)

The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. Throughout the contract term the successful Provider will provide regular reports to the Area Council in regards to the types of services provided, both reactive and proactive to demonstrate contract delivery against all of the key objectives outlined.

There is a key requirement of the Provider to:

- Meet the Contract Manager for a monthly operational meeting for the first six months of the contract.
- Provide a quarterly report to the Contract Manager against the performance measures.
- Collect, collate and report on a range of agreed indicators on a quarterly basis (see milestones) as part of a quarterly report. This should also include the submission of 2 case studies (group, individual or illustrating good practice/ innovative work), together with supporting photographs.
- Provide relevant evidence which would include volunteer signing in sheets Specific detail around the volunteers and how they were engaged. The detail should include named volunteers and their contact information.
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- Attend the Area Council Meeting as requested.
- An end of year report to be submitted (see milestones)
- An end of Project report and lessons learned to be submitted 3 months before the contract end date.

6.0 CLIENT RESPONSIBILITIES

The Council will ensure the awarded Provider is made aware of any specific procedures and requirements in relation to Council policy and practice which may be relevant.

The Council will ensure the successful Provider is given a key point of contact for any enquires in relation to the contract.

7.0 PAYMENTS AND INVOICES

7.1 Payment Terms

The Council will pay the Provider(s) for work as per the agreement outlined in **Appendix Eight – Form of Contract (Terms and Conditions)**.

The successful Tenderer will be expected to sign up to the Premier Supplier Programme (if not already included) and offer a discount, as outlined in **Appendix One – Invitation to Tender**.

7.2 Payment Profile