



Barnsley Metropolitan Borough Council

APPENDIX ONE SPECIFICATION OF REQUIREMENTS

Contract Title: Provision of

Contract ID: DNxxxx

Closing Date: DD/MM/YY, 12 noon

CONTENTS

- Section 1: Project Overview

- Section 2: The Council's Strategic Objectives

- Section 3: Scope of Services

- Section 4: Requirements of the Provider

- Section 5: Performance Measures

- Section 6: Client Responsibilities

- Section 7: Payments and Invoices

1.0 PROJECT OVERVIEW

1.1 Introduction

The Dearne Area Council is looking to establish a contract for with a Provider for an education, volunteering and environmental service to be based in the Dearne area of the borough.

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). Through Barnsley Councils governance arrangements implemented in 2013 the Dearne forms one of the six Area Councils that are planning, delivering and evaluating services on a locality based level.

The Dearne Area sits in the east of the Borough of Barnsley and is part of the Dearne Valley link which brings Barnsley together with Doncaster to the North and Rotherham to the South. The Dearne Area Council consists of Highgate, Thurnscoe, Goldthorpe and Bolton on Dearne wards. The area covers 16 sq. km with a population of 22,841.

There are several environmental initiatives being delivered currently by local groups including Thurnscoe Community Pride, Big Local Thurnscoe, Bolton on Dearne Voluntary Action Group, Friends of Broadwater, Railway embankment and Highgate Community Group. Additional resources have been allocated in order to have a housing enforcement officer that works with private sector residents and landlords. All of the initiatives have the involvement of local people through various groups and services and are starting to have an improved impact but the issues are too big for local people alone.

It is hoped that the provision of a commissioned, education volunteering and environment service, funded by the Dearne Area Council will continue to make a big difference to the area and in turn create a better, cleaner environmental image to the outside world and a more welcoming place for visitors and residents.

The current environmental service was commissioned in 2017 for a two year period. From April 2017 – March 2018 the service worked alongside 94 established groups, supported 30 local businesses and delivered 113 social action events. From the service social action events a total of 972 volunteer hours were recorded. The service also recruited 381 volunteers, of which 205 were new to the service.

The service has been successful in engaging with local groups, businesses, schools and volunteers and as such the Dearne Area Council would like to maintain this momentum. However the Dearne Area Council would like the new services to take a more active role and use the intelligence gathered over the last couple of years to build a schedule of works for each of the wards specific to their needs.

THE DEARNE AREA COUNCIL'S PRIORITIES

The Dearne Area Council reviews its priorities on an annual basis and the priorities are, the environment, economy, health, education, employment and young people. The priorities are set based on the needs of the community and by undertaking consultation with the residents.

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:

<p>Thriving and vibrant communities</p>	<p>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</p>
<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 Dearne Area Council wishes to commission a provider to deliver a service that will complement existing environmental provision and the work currently carried out by local volunteers and services to improve the overall environmental appearance of the Dearne North and Dearne South wards of Barnsley.

The service will have specific elements, working with existing groups and volunteers, businesses, provider social action events, education in schools as well as reactive work that will be undertaken around areas of blight. This work will be planned by the Dearne Area Council by setting a schedule for each of the wards. The schedule will be co-produced with the Ward Alliance and other environmental steering groups operating in the area.

It is expected that the work of the provider will be designed to **complement and build** upon rather than duplicate existing provision, which includes BMBC neighbourhood's services. The provider should involve local people, businesses, schools and groups in sustaining their own neighbourhoods and inspire people / volunteers to ***Love Where You Live***.

The provider will be required to organise targeted love where you live events throughout the year. These social action events will be promoted through the various networks already existing in the Dearne Area. It is also expected that the provider develops a presence on social media and through other communication channels to promote the work and to recruit to the events planned to engage the community and resident wherever possible.

By taking and encouraging volunteers to take a social action approach the maintenance of designated areas within the Dearne Area will be more sustainable for future generations. The Provider shall provide the knowledge, encouragement and expertise that over the term of this contract will allow individuals and groups to flourish and have the confidence in maintaining their without the services intervention, to allow the Provider to maximise the reach of the contract.

The Provider will look at all ways to make the service sustainable long term, beyond the contract period by ensuring the focus of the activities is 'doing with' residents not 'doing for'.

The service will contribute to maintaining a clean, well presented and welcoming physical environment in the Highgate, Thurnscoe, Goldthorpe and Bolton on Dearne wards of the Dearne Area using a reactive and proactive approach. The schedule will be set by working in a particular ward on a weekly basis and time allowed in the schedule to also undertake reactive work. This reactive work maybe identified by ward members, local residents or through the environmental steering group. It is expected that the provider establish a designated mail box for this reactive work to be placed on the schedule. Communication with the individual making the request with regards the allocation of the reactive work will be a key part in developing and maintaining relations.

The final element of this contract is the prevention of littering. The provider will focus on educating young people in each of the local secondary and primary schools with regards the cost of littering in relation to health, environment and the economy.

The Dearne Advanced Learning Centre is the local secondary school. The Hill, Gooseacher, Carrfield, Goldthorpe, Healthgarth and Sacred Heart Catholic are the primary schools across all wards in the Dearne area.

Over the course of the year the provider will be expected to have built a relationship with each of the schools and delivered at least one educational session in each and outline how the pupils have been encouraged to participate in additional activity to support this service.

The provider will also be expected to work with the Dearne Valley College in order to offer work experience placements to the young people accessing particular programmes as well as working with restorative justice juveniles.

The provider is required to ensure they embed and discuss the environmental, economic and health related impact in relation to littering with all of those engaged in activities.

In addition to the various environmental groups in the Dearne, there are a number of agencies and services working together towards improving the Dearne Area including Big Local Thurnscoe as well as work currently carried out by BMBC Neighbourhood Services and the Safer Neighbourhood Service.

Proactive engagement of the provider with these services and local residents, young people, businesses, community groups and volunteers will be essential to help to ensure the success of this initiative. The provider will be expected to work alongside these groups and services taking into consideration some of these planned activities will happen on an evening and / or weekend. It is expected that the provider has a flexible approach to their working week considering all of the elements stated above.

In developing and delivering this service, the provider should ensure that it is contributing to the Council's corporate priorities and outcome statements. Sustainability, community support, self-reliance, resilience and reciprocity should therefore be built into the service design and delivery. Also, and where possible provide work experience placements, apprentice opportunities and local labour.

3.2 Specific Aims and Objectives of the Service

- To improve the physical appearance of the Dearne Area
- To work in partnership and engage with local residents and/or local community groups/organisations and businesses
- Contribute to maintaining a clean, safe, well presented and welcoming physical environment through the provision of both proactive and reactive work
- Design and deliver social action events in each of the Dearne wards
- Design and deliver a tailored package to each of the schools in the Dearne area
- Work flexibility to ensure all groups have the opportunity of working in partnership with the service
- Connect with Dearne Valley College in order to negotiate work placements

- Encourage and support community responsibility for existing green areas / shrub beds / planters
- Attend meetings whereby environmental issues are part of the discussion
- Complement existing provision provided by BMBC neighbourhood services, the private sector housing officer and Big Local Thurnscoe
- Promote the services work through various mechanisms including social media
- Establish a designated mail box for reactive work to be allocated

4.0 REQUIREMENTS OF THE PROVIDER

4.1 Service Providers Responsibility

The successful Provider will develop and deliver a service that: complements existing provision; addresses the needs of each ward in the area and deliver the outcomes outlined in this document.

Development of a strong collaborative working relationship with community members in each of the wards will be key to the success of this project. The provider will be expected to adopt a community development Approach.

The successful provider must be capable of interpreting community environmental improvement aspirations. **Crucially they will possess the ability to realise the projects through project design, recruitment, leadership and motivation of volunteers.** The provider will be expected to lead by example.

The provider will adhere to the schedules set out by the Ward Alliance that meet the needs in each ward. In addition time will be placed on the schedule to undertake reactive work. The reactive work and areas of blight will come directly to the provider through a designated mail box. Although working with volunteers and groups is key to this contract whereby groups and volunteers cannot assist in the areas reported to the provider the work should still be undertaken. The provider will assess as to whether this go on the schedule as reactive or as a provider social action event.

The interventions / activities to be delivered for each ward as part of the delivery plan may include the following activities some of which will be in partnership with the community:

- Grass cutting
- Shrub bed maintenance/removal
- Tree planting
- Pruning vegetation
- Snow removal and gritting
- Hedge strimming
- Litter picking (Inc. Public Rights of Way)
- Remove fallen leaves- hot spot areas
- Removal of green waste
- Public area fence fixing
- Weed control
- Pavement scraping

The above is not an exhaustive list and there may be other activities you wish to include.

The provider will be expected to act as the “eyes and the ears” in the community and be responsible for reporting other matters not necessarily within their scope of responsibility so that this can be actioned by the respective Council service.

This would include reporting:

- Discarded needles
- Graffiti
- Fly Tipping
- Problems with trees
- Housing and environmental enforcement issues.

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

It is expected that the set-up and ongoing costs of materials, tools, and equipment will be met by the provider. The provider will ensure that these materials, tools and equipment are well maintained, safe to use and kept in a secure place. All volunteers should be provided with adequate equipment and training in its use in order to undertake the activity.

It is expected that the provider will engage staff to support the service based on their ability to fulfil all aspects of the requirements.

The provider will be responsible for disposing of the waste generated by them, and recycling should be carried out wherever possible. 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.

The provider will be expected to provide information for the Dearne Area Council and BMBC Communications Department to highlight the work taking place and the improvements being made in order promote the good work happening in the area.

It will be very important that this service is delivered in close liaison with BMBC Neighbourhood Services and existing community groups to ensure that overall service delivery is co-ordinated and complementary. The provider is also expected to work closely with housing officers.

The provider will be required to collate information regarding the work that has been undertaken and provide the Area Manger quarterly reports which will include case studies and pictures.

In times of austerity, project sustainability is key. The provider will be expected to give consideration to the whole lifespan of the project and the need for the impact of the community development to be seen longer term.

The provider will be required to evidence a well-planned exit strategy to ensure that the additional capacity within the community continues to benefit the Dearne Area, even after the contract has concluded. Part of this includes working in partnership

with specific groups in order to skill them up to ensure they take ownership of an area once the contracted has ended.

It is expected that the successful provider uses a suitable vehicle which is in good working condition. Details of the vehicle specification will be provided by tenderers as part of their tender return. The running costs, including fuel, tax and insurance and maintenance, and storage will be provided by the successful service Provider and updated as and when any changes to the vehicles used are made.

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

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, 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)
- The provider adheres to GDPR and have the relevant form signed in order to share this information with the Dearne Area Council
- 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, particularly 'Love where you live' 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

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 full schedule of works outlining the priority areas within the Dearne
- 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. This information will be shared with the Ward Alliances.
- 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 per ward (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
- Evidence support of the Stronger Communities volunteer recognition card scheme
- 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.
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5.2 Reporting Requirements

The targets will be agreed at contract inception once the schedule has been developed, however the successful provider will be expected to report on the following outcome measures;

Required Outcomes	Outputs required (figures in brackets are per annum)
<p>Creating a well maintained, clean, safe, well presented and welcoming physical environment</p> <p>Reduction in levels of littering</p>	<ul style="list-style-type: none"> • Large environmental projects • Small environmental projects, to include grass cutting, hedge/other trimming and shrub bed maintenance • Litter picks • Community clean-ups <p><i>NB: A minimum of 50% of the activities above should be undertaken jointly with local volunteers, schools, businesses and service social action events. Only 25% of work should be reactive.</i></p> <ul style="list-style-type: none"> • Number of joint projects undertaken with community groups
<p>Residents/community groups taking responsibility for green areas/ shrub beds/planters etc.</p>	<ul style="list-style-type: none"> • Number of existing community groups supported
<p>Opportunities for young people</p>	<ul style="list-style-type: none"> • Number of schools worked • Number of school pupils involved in environmental projects • Number of young people participating from a national scheme e.g. NCS or Princes Trust • Number of Restorative Justice opportunities provided for young people
<p>Increase the number of people engaged in volunteering activities in the community</p> <p>Local communities involved in ensuring areas are kept clean and litter free</p>	<ul style="list-style-type: none"> • Number of volunteers recruited & trained • Number of volunteer hours • Number of local businesses worked with
<p>Maximise % of local spend</p>	<ul style="list-style-type: none"> • Percentage of project spend achieved locally

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<i>(Activity/Action)</i>	<i>(By When)</i>
Contract awarded	
Contract commences	
Quarter 1 report April – June 19 submitted	
Quarter 2 report July – Sept 19 submitted	
Quarter 3 report Oct – Dec 2019 submitted	
Quarter 4 report – Jan – March 2020 & end of year 1 report submitted	
Quarter 5 report April – June 2020 submitted	
Quarter 6 report July – Sept 2020 submitted	
Quarter 7 report Oct – Dec 2020 submitted	
Quarter 8 Jan – March 2021 and end of year 2 report submitted	

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