

BARNSELY METROPOLITAN BOROUGH COUNCIL

North Area Council Meeting:
11th May 2020

Agenda Item: 3

Report of North Area Council
Manager

Environmental Education Contract Specification – Sign Off

1. Purpose of Report

- 1.1 This report summarises the project development activity that has taken place regarding the North's Environment Priority and associated Environmental Education Contract. The report asks the North Area Council to consider next steps regarding the future investment in this priority area.

2. Recommendation

- 2.1. **The North Area Council should note key points identified at the priority workshop held on the 16th April 2020.**
- 2.2. **The North Area Council should indicate if they agree to the with the content of the specification Appendix1.**
- 2.3. **The North Area Council should agree to proceed with the procurement of the specification to ensure continuity of service delivery.**

3. Background

- 3.1. The Clean and Green Service commenced on the 14th September 2015. This was a two-year contract delivered by Forge Community Partnership. In 2017 the contract opportunity was retendered and was awarded to Twiggs Grounds Maintenance Ltd. commencing on the 2nd October 2017 on a term of two years, plus one year extension option.
- 3.2. The project has been live for 29months and will reach the end of it's contractual lifespan on the 1st October 2020.
- 3.3. In November 2019 the North Area Council agreed funding for a continuation of a similar project for the remainder of 2020/21 and 2021/22.
- 3.4. On the 5th March the following Environmental priority working group representatives (hereafter referred to as the 'working group') of the North Area

Council met to reflect on the existing service and discuss possible refinements to a future specification. The workshop was attended by Cllr Leech, Cllr Trevor Cave, Cllr Tattersall, Cllr Lofts, Cllr Howard, Cllr Alice Cave, Cllr Hunt and Cllr Pickering. The group conducted a SWOC (Strengths, Weaknesses, Opportunities and Challenges) Analysis on the existing service provision.

4. Existing Service's Aim and Objectives

- 4.1. To improve the physical appearance of the North Area in partnership with local residents and/or local community groups/organisations.
- 4.2. Contribute to maintaining a clean, safe, well presented and welcoming physical environment through the provision of both proactive and reactive work as agreed with Ward Alliances.
- 4.3. Inspire local people and encourage sustainability through engagement with volunteers, residents, local community groups and organisations.
- 4.4. Reduce the amount of littering, dog fouling in the area through education in schools and within local communities.
- 4.5. N.B. THE PROVIDER DOES NOT have a maintenance contract for North Area. BMBC Neighbourhood Services retain this function and every effort must be made to prevent duplication.

5. Findings from the SWOC Analysis

Strengths	Weaknesses
<ol style="list-style-type: none"> 1. Engagement with volunteers is fantastic 2. Developing a volunteering culture 3. Establishing positive relationships with local people 4. Approachable and supportive 5. Explain technical aspects in a way that can be understood by others 6. The team is hard working and good to work with 7. Open and flexible to new ways of working 8. Easy to contact 9. Quick resolutions to issues 10. Starter finishers 11. Ability to remove waste at the end of a task 12. Right Equipment for the job 13. Referral process generally works 	<ol style="list-style-type: none"> 1. Project start times aren't as punctual as they could be – always on site at the time but not ready to begin at stated time 2. Not enough forward notice of activities (commissioner and volunteers can't attend at short notice) 3. Short notice means opportunities can't be widely publicised eg Chronicle 4. Forward planning dates are not routinely logged with central team 5. Delivery across the area is not consider equitable 6. Not all activities that the Ward Alliances want to complete are included in the contract 7. Responding to work requests without insisting that the referrer goes through the referral process 8. Synergy with Neighbourhood Service could be improved 9. More feedback on completed work is needed. 10. More before and after reporting on social media and beyond 11. Use of the North Clean and Tidy Facebook Page has reduced
Opportunities	Challenges
<ol style="list-style-type: none"> 1. Work more closely with local stakeholder inc YWT. 2. Increase communication with local Councillors to ensure that projects can be promoted 3. Opportunity to develop a programme of work with groups to maintain engagement over a longer time period 4. Refine project coordination skills to rally and to rally and direct volunteers 5. Include weed spraying in the contract (consider contract purpose and cost) 6. Actively look for more volunteers 7. Support the planting of '10,000 trees' 8. Could be used to help and do projects around climate emergency – education worker? 9. Education around pot to plate, recycling, growing skills, tool use, climate change etc. could link with Incredible Edible 10. Identify opportunities and support NCS and Princes Trust projects 11. Support strategic priorities: 2030 vision and planning, carbon reduction, Integrated health and wellbeing 	<ol style="list-style-type: none"> 1. Producing a programme of work (a forward plan of activities) 2. Weekend working - missing opportunities to work with volunteers at weekends 3. Attracting brand new volunteers to avoid working with the same people repeatedly 4. Setting up new groups 5. In St Helen's there are a lack of groups willing to engage and will only do so with additional incentives e.g. a meal

6. Redefining the service specification

6.1. A further workshop took place on the 16th April 2020. The workshop was attended by Cllrs Leech, T.Cave, Tattersall, Platts and Hunt. . The workshop presented an opportunity to refine the current specification considering new strategic challenges. The productive discussion took place and following topics were covered:

- Strategic Influences – Climate Change Emergency, Carbon 40 and Barnsley 2030
- Adding Value
- Function
- Education - this was identified as the top priority for both the community and children and young people
- People and Organisation
- Process (How the service is delivered)
- Performance Monitoring (Data)

7. Specification

Please refer to Appendix 1.

8. Contract Specifics – Input

Contract Start Date	October 2020
Contract Value	£85,000.00 p.a.
Contract Duration	2 years (plus one year)

9. Next Steps

- 9.1. Councillors have been given an opportunity to review the specification and prior to this meeting and are now asked to agree the specification prior procurement. The aim is to ensure that continuity is provided for the community.
- 9.2. It is recognised that this contract will be important to help people to readjust post COVID-19 lockdown and will support the recovery phase.

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Date:
30th April 2020

Appendix 1:

DRAFT

Contract Title: North Area Council – Environmental
Education Service

Contract ID: **DNxxxxxx**

Closing Date: **00/00/2020, 12 noon**

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1.0 PROJECT OVERVIEW

1.1 Introduction

The North Area Council, via Barnsley Metropolitan Borough Council (The Council) is looking for a provider to supply and manage services associated with improving and maintaining a clean, well presented and welcoming physical environment across the North Area: Darton East, Darton West, Old Town and St Helen's Wards. The service will focus primarily on a proactive approach, encouraging people who live and work in the North Area to take greater personal responsibility for public green space. As local need evolves the North Area Council has been keen to respond and as a result this contract will have a strong educational theme running through it.

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). North Area Council is part of the Barnsley Borough and operates as a devolved Area Council of Barnsley Metropolitan Borough Council to provide a localised approach to addressing the needs of the North area.

The North Area Council area is a diverse area that is made up of 4 wards, namely Darton East, Darton West, Old Town and St Helen's. The population of the area is approximately 43,418 people. The area, which covers 28km², to the centre and north of the borough of Barnsley, borders onto Wakefield district.

The North area has excellent transport links via the railway station located at Darton which leads to Wakefield to the north and Barnsley Central, to the North and via the M1 motorway and the A61 includes a number of high-density suburban areas with a mix of social and owner occupier housing. It also includes a number of green areas, small parks, and local village centres.

The local environment has been highlighted as a cause for concern by local residents across the 4 wards and this view is supported by the Ward Alliances who have highlighted the Environment as a priority for local consideration in their Ward Alliance Plans.

The North Area Council has made it a priority to commission a Clean, Green and Tidy Service for the last five years, in order to contribute to improving and maintaining a clean, well presented and welcoming physical environment for the neighbourhoods and villages of the North area. A diverse range of work has been undertaken with the support of residents and locally based business. Much has been achieved to date, and it is expected that any future provider will deliver a high-quality service to ensure that the standard of work can be both maintained and improved in the area.

Stakeholder relationships are key to this contract to enable mobilisation of the voluntary and community sector. The current service has developed close links with businesses in the area, supporting them to achieve their corporate social responsibility and maintain good environmental credentials, whilst also providing enrichment to school curriculums working with local schools to help pupils to develop environmental skills and learn the value of contributing to their local community. There is much scope to develop these aspects further into the future through the new contract.

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

N.B. The vision is evolving, the new Barnsley 2030 is currently under development. The successful provider will form an integral part of the North toolbox, assisting the North Area Council to deliver on the Barnsley 2030.

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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Supporting resilient communities	<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>
Citizens achieving their potential	<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>

2.3 LOCAL AREA PRIORITIES AND OUTCOME STATEMENTS

The service is being commissioned by the North Area Council, which is a part of Barnsley Council's Area Governance arrangements, which have devolved significant commissioning budgets to local level since 2013.

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.

When developing and delivering the required service, the Service Provider will be required to demonstrate throughout the life of the contract contribution to the North Area Council's local priorities as outlined below:

- Opportunities for Young People
- Environment
- Health and Wellbeing
- Anti-Poverty
- Economic Regeneration

Running through all of these priorities is the golden thread 'changing the relationship between the council and the community.'

3.0 SCOPE OF SERVICES

3.1 Description of Service to be provided

The commissioned service will supply and manage services associated with improving and maintaining a clean, well presented and welcoming physical environment across the North Area: Darton East, Darton West, Old Town and St Helen's Wards. The service will focus primarily on a proactive approach, encouraging people who live and work in the North Area to take greater personal responsibility for public green space. To a lesser extent the service will include a degree of reactive delivery and/or tasks completed in isolation to help maintain the local environment.

The provider will be expected to engage local stakeholders and collaborate on project identification, development, implementation and delivery. Working with the four Ward Alliances, schools, local businesses, the community and voluntary sector and individuals who live and work in the North area, to tackle issues such as fly tipping, dog fouling, littering, vegetation, weeding, pruning and maintenance of green areas. The provider will be required to identify sustainable solutions which empower local people with new knowledge and skills and ensure a lasting legacy for the community.

Stakeholder relationships are key to this contract to enable mobilisation of the voluntary and community sector. The current service has developed close links with businesses in the area, supporting them to achieve their corporate social responsibility and maintain good environmental credentials, whilst also providing enrichment to school curriculums working with local schools to help pupils to develop environmental skills and learn the value of contributing to their local community. There is much scope to develop these aspects further into the future through the new contract. The Area Council is keen to see more opportunities for 'Incredible Edible' and 'Plot to Plate' style projects.

As Barnsley Council commits to tackle climate change in future years, we will also be looking for providers who can demonstrate an understanding and willingness to deliver services which will seek to reduce our carbon footprint and respect the biodiversity of the unique green spaces found within the North area. As need evolves the North Area Council is keen to respond, consequently this contract will have a strong educational theme running through it.

It is expected that the service will lead by example providing a professional service that respects both the area and those who live and work here.

3.2 Specific Aims and Objectives of the Service

The Council requires the service to complement and build upon existing service provision such as the work of BMBC Neighbourhood Services, Public Rights of Way, Parks and Green Spaces team and Highways department, and work in partnership with other groups and agencies who have an interest in maintaining the green environment in and around the North area.

The Council requires the service to work with local people in sustaining their own neighbourhoods and green spaces, continuing to inspire residents to take pride and to '**Love Where You Live**', working alongside the Ward Alliances and North Area team to promote this.

The engagement of the service with local residents, young people, businesses, community groups and volunteers is essential to the services.

The service will provide some reactive work however the emphasis will be on 'doing with' the community to develop skills and capacity, rather than 'doing for' i.e. prevention of littering, educational activity, developing sustainable green spaces and not solely focused on clean-up operations.

Volunteering and stakeholder engagement will therefore be a key element, and will encourage/ promote local volunteer initiatives as well as being proactive in involving the local community, young people and businesses in taking pride in the area.

The service will work with volunteers, community groups, and local stakeholder to help them to sustain a clean, green and tidy environment for the North area. It is recognised that there is already a foundation of active groups and volunteers in North. The service will help to develop this further, creating new opportunities for involvement and actively recruiting new volunteers to increase the number of locally active groups with an interest in public open spaces, growing projects and the environment.

Encourage residents, community groups, schools and local businesses to take greater responsibility for their own immediate environments, including the active development of adoption/stewardship schemes for specific green spaces.

This service contract will recognise the active volunteer groups in the area and aims to put in place opportunities for groups and volunteers to share skills, resources and support to develop an approach that is sustainable and self-reliant in the longer term.

The service will have a particular focus on educating community members, young people, volunteers and residents with regards the environmental, economic and health related impact in relation to clean, well maintained neighbourhoods and green spaces. The

education is intended to produce short term results and have a long term benefit for the local community.

This service will also have a particular focus on support, self-reliance, resilience, education and reciprocity in the local area.

3.3 Social Value Objectives

Under this contract the successful 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 Section 2, and include:-

- Provision of local skills development, work experience placements and apprenticeship opportunities
- Employment and training opportunities within the locality which strengthen local skills and which support local residents and offer chances to marginalised groups and vulnerable individuals
- Use of local Voluntary Community Organisations and community groups
- Recruitment, training, support and deployment of existing and new volunteers
- Development of strong community networks, community self-help and resilience
- Engaging with local residents to initiate social action and to Love Where They Live
- Working with existing “friends of” groups and community groups to encourage local action
- Development of new environmental groups
- Maximum levels of local spend
- Use of local supply chains and local sub- contractors
- Provide a strong Social Return on Investment which can be evidenced
- Link with other North Area Council commissioned services to support the overarching aims of Area Governance shown previously.

4.0 REQUIREMENTS OF THE PROVIDER

4.1 Service Providers Responsibility

The successful provider will be responsible for the development of a strong collaborative working relationship with the with the Ward Alliance members in each of the four wards will be key to the success of this project.

The provider is required to work closely with the four Ward Alliances; the Councillors in the community leadership role and with existing active community groups in relation to community based environmental and horticultural projects. The service will need to be delivered equitably across the four wards.

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

The provider will work collaboratively with local resident volunteers and business owners to increase social action and personal responsibility within communities.

The successful provider will be capable of promoting the work of the clean and tidy service in order to reach and galvanise existing and new groups and volunteers and clearly demonstrate and articulate the impact and value of the service.

The successful provider with be expected to support the work of the Area Council in continuing to promote social action through the BMBC 'Love Where you Live' and 'Love It' branding.

The successful provider will ensure a high profile of the service via Facebook and provide content in a style that is engaging to all members of the community. The North Area Team will be tagged in social medial posts.

All requests for work should be submitted through a central email portal to enable routine scheduling of the Team's work. Referrals are anticipated to originate from: ward alliances, residents, community groups and councillors' surgeries, as well as the general public.

The provider will produce a programme of work for each ward is required that plans activities over the coming six months. Activities that are delivered in with the community will be promoted 10 days before the delivery date and made available to the North Area Team and Ward Councillors. This will ensure that essential project preparation can take place and that stakeholders can assist with promotion of planned activities.

The emphasis of this project is on community participation. However it is acknowledge that not all of the work can realistically be proactive and include resident volunteers. The provider is expected to observe the following split in their operational delivery:

- 50% of operational activity will be proactive and involve volunteers
- 25% of work will be reactive and/or completed in isolation
- 25% Promotion, Recruitment and Training of volunteers (this should include time spent in schools and in the community promotion and engagement)

In addition, and in liaison with the North Team, the successful provider will be expected to:

- Support other community groups in their clean and tidy operations
- Educate the community on environmental issues associated with fly tipping, littering and sustainable planting
- Support community grow projects, providing a lead for developing an Incredible Edible network for the North area
- Organise / assist / lead with community clean ups
- Promote street pride

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.

The successful provider will be responsible for disposing of the waste generated by them, and recycling wherever possible. Any waste generated by North Area Council or the four Ward Alliances will be disposed of by Barnsley Council at no cost. Any waste generated by the provider on provider led projects and activities will be disposed of by the provider.

The successful provider will, wherever possible, seek to develop eco-friendly methods of working that will respect the environment.

The successful 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 contaminated waste including but not limited to: asbestos, plasterboard or tyres will be reported to Neighbourhood Services for collection.

4.2 Community Education and Engagement

The provider will place a strong emphasis on education both for children and adults, increasing the knowledge and skills of local residents so that they have greater awareness of how their day to day actions impact on the environment around them. This contract is about influencing people's behaviour, providing information, skills and empowerment that enables participants to make informed decisions when planning projects that will create a visibly positive impact throughout the area and encourage sustained community engagement.

The provider will be capable of interpreting community environmental improvement aspirations and recommending appropriate and practical solutions where appropriate. Crucially they will possess the ability to identify suitable projects and see them through to completion with responsibility for design, development, management and delivery – in partnership with the community.

The provider will be expected to adopt a community educator role and community organiser function. It is essential that the team delivering this project can demonstrate leadership and have the skills and experience necessary to motivate and engage new and existing volunteers.

The provider will be expected to lead by example with enthusiasm, focussed on 'doing with' not 'doing for' – engage, enable, empower. Enhancing the skills and building the confidence of local people will be paramount and will be demonstrable in the project outcomes. This will

lead to increased capacity within the North Area to maintain and improve the physical environment of the North Area for the communities of the future.

The service provider will need to demonstrate work within local schools to promote young people taking pride in the local environment through social action, by being involved in clear up activities and the promotion of caring about how their area looks and feels.

Similarly the successful provider will demonstrate work with local businesses to involve them in environmental initiatives and liaison with organisations involved in clean-up work i.e. Employee Supported Volunteering schemes.

The interventions/activities to be delivered may include delivering the following activities in partnership with the community:

- Encourage and develop new community groups focusing on environmental and growing activities
- Support existing community environmental projects and groups – for example, community growing projects, 'Friends of' groups and resident action groups.
- Support and training of volunteers/community groups in the four wards around environmental skills, including the use of specialist equipment including power tools.
- Support to community-based litter picks and environmental clean-ups alongside local residents and/or groups including the four local Ward Alliances
- Support the development of 'Love Your Street' 'Adopt a Verge' 'Adopt a Green Space' type schemes
- Provide support to a range of community events, including galas
- Support the Ward Alliances and community groups with 'In Bloom' projects
- Drive and coordinate projects linked to annual 'calls to action' including: 'The Great British Spring Clean', 'National Volunteering Month' and 'Love Parks'
- Erection, maintenance and dismantling of public Christmas trees and decorations, as and when required by the ward alliances and established community groups

4.3 Seasonal Work and Community Resilience

The successful provider will be expected to tailor their work to suit seasonal variations in demand. In the main this would include support for Community Events and Community Clean Up days as required.

Seasonal determined by the season may include leaf litter removal in the Autumn to areas of green space as identified by the North Area Team, assisting with snow clearance, gritting during the Winter, and erecting, trimming and disposal of community Christmas trees (where volunteers are involved).

The provider will also be expected to flex their contract to support the Council if and when community resilience plans are activated. This could include (but is not limited to) support in the event of flooding.

4.4 Reactive Work & Work Completed in Isolation

The provider will also be expected to tackle a range of reactive work as outlined below. Working in areas identified by the Area Team in liaison with the Ward Alliance, North Area

Council elected members and the local voluntary and community sector. This should account for no more than 25% of the overall service delivery.

Activities that the provider would be expected to deliver include:

- Pruning and clearing of Vegetation around footpaths (Inc Public Rights of Way)
- Renovation of Street & Picnic Area Furniture
- Minor Repairs to Fencing
- Strimming Grassed Areas
- Removal and Disposal of Litter
- Removal of Dog Fouling
- Removal of Epicormic Growth
- Hedge Trimming
- Grass Cutting
- Assisting with improvement work to areas of natural beauty and
- Assisting with improvement work to unique habitats
- Working with Local Volunteers on 'Clean Up Days' and Litter Picks.
- Clear Up of Playing Fields Following (Or Prior To) A Local Event.
- Shrub bed maintenance/removal adopting sustainable planting schemes
- Tree planting
- Snow removal
- Community Christmas Trees
- Remove fallen leaves- hot spot areas
- Remove graffiti which is not racist or homophobic
- Removal of fly posters
- Weed control – developing environmentally friendly approaches where possible

Please note this list is not exhaustive and there may be other functions required of a similar nature. These will be as instructed by the local Area Council, identified by residents or the provider themselves.

The successful 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
- Damage and vandalism

Instructions on how these reports should be made will be provided by the Area Council.

4.5 Materials

The provider will have access to specialist mechanical equipment is essential to maximise the efficiency and effectiveness of the service.

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, and where possible provide the most environmentally friendly option.

4.6 Vehicles

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.

4.7 Staffing

The successful provider would be responsible for providing all staff required to support the service. The Council would anticipate this as a minimum to include a team of two people, plus an apprentice.

The successful provider will recognise the need to provide flexibility to engage people in both a traditional Monday to Friday working week, and also at evenings and weekends. The successful provider will be required to undertake weekend work a minimum of once a month, but more as and when deemed necessary in order to support active residents in the community.

The provider will be required to demonstrate they would be able to resource the service to provide all key objectives, allowing for provision for sickness and holiday cover.

The successful provider would be responsible for providing all training and development in the team to support the delivery and development of the overall service.

4.8 Target Groups and/or Areas

The services to be provided are for the Wards of Darton East, Darton West Old Town and St Helen's.

The provider will be required to engage with all members of the community who live, or work, in the Wards of Darton East, Darton West Old Town and St Helen's.

The commissioning body have stipulated that this project should help to identify opportunities for community groups and their member and young people to actively participate in positive activities within their own community. The provider is asked to ensure that young people are provided with opportunities to gain valuable life experiences that increase their life chances. This may include working with school learners, National Citizen Service and Princes Trust.

4.9 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

4.10 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, (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.

4.11 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.

The Provider will be encouraged to develop eco-friendly methods of working that will respect the environment and contribute to the reduction of Barnsley's carbon footprint.

This contract will be key to enabling the North Area Council to contribute to the current Climate Emergency status. The community educator role will be crucial to help local people understand how they can positively contribute to local behaviour changes.

4.12 Branding Requirements

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

4.13 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 Service Outcomes and Measures

In Development

5.2 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. This information will be shared with the North Area Council and will form part of public documents.
- Collect, collate and report on a range of agreed indicators on a quarterly basis (see indicative outcomes) as part of a quarterly report. This should also include the submission of supporting case studies (at least 2 per ward showing groups, individual or illustrating good practice/ innovative work) together with supporting photographs (with evidence of signed permission from those shown)
- Provide relevant evidence of engagement of volunteers which would include securely stored copies of volunteer signing in sheets for activities and events which are DPIA compliant
- 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
- An end of Project report and lessons learned to be submitted 2 weeks before the contract end date.

