

**BARNSELY METROPOLITAN
BOROUGH COUNCIL**



SOUTH AREA COUNCIL

**TIDY TEAM
DARFIELD, HOYLAND MILTON,
ROCKINGHAM & WOMBWELL
WARDS**

PROJECT REF:

**RETURN DATE: MONDAY 10th MAY 2016
TIME: 12 NOON**

SPECIFICATION

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SECTION 1

PROJECT OVERVIEW AND SCOPE OF SERVICE

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1. INTRODUCTION

1.1 The South Area Council wants to commission a Provider to deliver a service that will complement existing service provision to improve the overall environmental appearance of the Darfield, Hoyland Milton, Rockingham and Wombwell wards.

The service will contribute to maintaining a clean, well presented and welcoming physical environment in these four wards, through the involvement and inspiration of local volunteers, community groups, businesses and schools to ***Love Where You Live*** and actively engage in sustaining their own neighbourhoods. This will include working jointly to tackle local issues of littering, dog fouling, shrub bed maintenance, cutting back etc. The service will also provide some reactive work, but the emphasis will remain clearly on 'doing with' the local community, rather than 'doing for' them.

The service will also provide 4 Apprenticeship opportunities per year for young people or adults who are out of work.

Background information about the South Area and the South Area Council which serves it can be found at Appendix 1.

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, work experience placements, apprentice opportunities, the maximising of local spend and local labour should be used.

2. BACKGROUND AND CONTEXT

2.1 The South Council area is a diverse area that is made up of four wards; Darfield, Hoyland Milton, Rockingham and Wombwell. The population of the South Area is approximately 45,000, living in a wide variety of settings, ranging from high density urban environments through to quiet country villages.

The local environment has been highlighted as a cause for concern by local residents across the area through its three Ward Alliances and this view is supported by extensive community consultation around ward priorities, which has seen environmental issues emerging as the top priority across all of the four wards.

These four wards include a number of high density urban areas with a mix of social and owner occupier housing. It also includes a number of green areas, small parks, a borough park, heritage/conservation areas, distinct villages, town/village centres and countryside parks. The Trans Pennine trail also runs through parts of the four wards.

An existing and ongoing service that includes litter picking, dog fouling, fly tipping, weed killing, grass cutting, hedge cutting etc. has been delivered by the Council's Neighbourhood Services team for a number of years.

The service to be procured should therefore complement the continuing provision offered by Neighbourhood Services and proactively engage the local community in keeping their neighbourhoods clean and tidy. The service to be procured should also work with the large number of existing individuals and/or community groups already involved in a wide variety of environmental projects, ranging from litter picking to community growing schemes.

The service will also be complemented by an enforcement service which is currently commissioned by the South Council, which focuses primarily on serving Fixed Penalty Notices for dog fouling, littering and parking offences. It is expected that the provider will work jointly with this enforcement provision where appropriate to keep specific areas clean and tidy.

3. STRATEGIC VISION AND VALUES

- 3.1 Barnsley Council's Corporate Plan for 2015-18 outlines the way we want to work and what we want to achieve.

Our Vision is to '***Work together for a brighter future, a better Barnsley***'.

Our Core Values are the 'way we do things around here':

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.

- 3.2 To achieve this, we are working towards:

- **Having a clear vision and values** – we will make sure our employees, partners, customers and the community are aware of our vision and values and what we are trying to achieve
- **Having a customer focus** – we will understand all our customers and put them at the centre of everything we do
- **Commercial & business acumen** – we will focus on outcomes and making every penny count
- **Effective delivery of projects & programmes** – we will strengthen and standardise our approach to ensure integrity, accountability and value for money

- **Innovative & managed risk taking** – we will remove barriers and bureaucracy and encourage, support and empower our employees to identify and implement suggestions and improvements
- **Being a learning organisation** – we will invest in our people, recognise success and achievement and become stronger from our failures
- **Having leaders at every level** – we will have leaders at every level of the organisation who are highly skilled, motivated and empowered to respond effectively to local needs
- **Having a flexible workforce** – we will ensure our workforce is healthy, agile, flexible and supportive of change with skills that can be deployed in different ways to meet our customers needs
- **Working with our partners, communities and residents** – we will work together to identify and meet local needs through joint and informed planning and decision making
- **Becoming an enabling organisation** – we will enable our partners, communities and residents to do more for themselves

4.0 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:

Strong & Resilient Communities	<p>People volunteering and contributing towards stronger communities</p> <p>Protecting the Borough for future generations</p> <p>Customers can contact us easily and use more services online</p>
Thriving & Vibrant Economy	<p>Create more and better jobs and good business growth</p> <p>Increase skills to get more people working</p> <p>Develop a vibrant Town Centre</p> <p>Strengthen our visitor economy</p> <p>Create more and better housing</p>

People Achieving Their Potential	<p>Every child attends a good school</p> <p>Early, targeted support for those that need it</p> <p>Children & adults are safe from harm</p> <p>People are healthier, happier, independent & active</p>
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4.2 The service is being commissioned by the South 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.

4.3 When developing and delivering the required service, the Service Provider should ensure that it is contributing to the South Area Council's local priorities as outlined below:

- A thriving local economy
- Improving the Local Environment
- Locally available Information and Advice
- Opportunities for Young People

4.4 Further information with regard to the work of the South Area Council can be found in the South Area Council Annual Review and #LoveBarnsley magazine. Please refer Appendices A and B of this document – South Area Council Annual Review 2015 and #LoveBarnsley Magazine December 2015.

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

5.1 The **specific aims and objectives** of the service are:

- To improve the physical appearance of the Hoyland Milton, Rockingham, Darfield and Wombwell wards in partnership with local residents, community groups/organisations, local businesses and local schools/colleges.
- Contribute to maintaining a clean, safe, well presented and welcoming physical environment through the provision of both proactive and reactive work as agreed through a local multi agency steering group
- Inspire local people and encourage sustainability through engagement with volunteers, residents, local community groups and organisations
- 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
- Reduce the amount of littering, dog fouling in the area through work with schools and within local communities and in conjunction with the locally commissioned environmental enforcement team, particularly around locally identified 'hotspot' areas
- Establish and maintain positive relationships with the Council's Neighbourhood Services, Highways and Waste Management services to ensure effective complementary work

Social Value Objectives

5.2 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 3, and include:-

- Provision of local skills development, work experience placements and Apprenticeship opportunities which strengthen the community's skill base
- Employment and training opportunities within the locality which strengthen local skills and which support local residents and offer chances to disadvantaged or vulnerable individuals
- Use of local Voluntary Community Organisations and community groups
- Recruitment, training, support and deployment of 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
- Maximum levels of local spend
- Use of local supply chains and local sub- contractors
- Provide a strong Social Return on Investment
- Link with other South Area Council commissioned services to support the overarching aims of Area Governance shown previously.

6. THE SERVICE/ACTIVITIES TO BE DELIVERED

6.1 The appointed provider will develop and deliver a service that: complements existing provision; addresses the needs of each ward in the area, meets the specified objectives; and delivers the outcomes outlined in this document.

The needs in each ward will be identified through a local multi agency steering group (‘Tidy Team Steering Group’) which comprises local residents, councillors and representatives from the Police, Environmental Enforcement, Housing & Neighbourhood Services.

6.2 The interventions/activities to be delivered may include the following:

NB: This list is not exhaustive and other environmental tasks may be identified through the steering group at local level.

- 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 tools/power tools
- Work with primary and secondary schools to get them involved in environmental projects which encourage personal responsibility for the environment
- Develop and maintain relationships with local businesses to encourage greater involvement in local environmental projects and greater personal responsibility for their own environments
- Support to community based litter picks and environmental clean-ups alongside local residents and/or groups including the three local Ward Alliances
- Support the development of ‘Adopt a Verge’ ‘Adopt a Green Space’ type schemes and offer ongoing help to those already in existence
- Seasonal activities, including the recruitment, training and deployment of snow wardens in conjunction with the Council’s existing training programme
- Support to a range of community events, including galas

- Erection, maintenance and dismantling of public Christmas trees and decorations where required by the Steering Group

The provider will also be expected to tackle a range of reactive work as outlined below. At least 30% of this activity should be undertaken jointly with local volunteers or community groups:

- Pruning vegetation, hedge trimming and weed control, particularly around footpaths and ginnels not maintained by the Council's Neighbourhood Services
- Shrub bed maintenance/removal, focusing particularly on town centre areas and other priority areas as identified by the Steering Group
- Reactive litter picking, removal of dog fouling and other waste/debris at identified hotspots
- Manual sweeping of footpaths and pavements to complement existing Neighbourhood Services scheduled work and for identified hotspots
- Small outdoor maintenance jobs – for example, painting benches or siting noticeboards/litter bins

The provider will be expected to tailor their work to suit seasonal variations in demand and support for community events and/or community clean ups will be an integral part of the work.

6.3 All work will be generated either by the Steering Group or via requests from Darfield, Wombwell, Hoyland Milton, Rockingham elected members or the South Area Team. All requests will be submitted via an email portal, to enable proper scheduling of the Team's work.

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
- Asbestos
- Areas requiring enforcement activity to maintain standards of cleanliness after cleanup activities

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

6.4 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 and kept in a secure place.

6.5 The provider will be responsible for disposing of the waste generated by them, and recycling will be carried out wherever possible. Any waste generated by the provider as part of community activities or projects will be disposed of by Barnsley Council at no cost. The

Service 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.

6.6 Work with local media and through social media channels should take place to highlight the work taking place, the improvements being made and to change the relationship between community and council. This should encourage more witness reports to come forward from the community.

6.7 It will be very important that this service is delivered in close liaison with Neighbourhood Services to ensure that overall service delivery is co-ordinated and complementary. The provider is also expected to work closely with environmental enforcement services.

6.8 The service must be flexible and reactive as well as proactive. The service is expected to deliver to 'hot spot' areas as identified by the Steering Group to improve the environment in a way which is sustainable.

Apprenticeships

6.9 To provide Apprenticeship and employment programme opportunities to young people in the local communities.

6.10 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 or adults. 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.

6.11 A key milestone of the scheme will be the achievement by an Intermediate Apprentice including a vocational level 2 qualification, and technical level 2 qualification, and a minimum Level One in Functional Skills in Maths and English.

6.12 Health and Safety requirements and knowledge are a paramount consideration to the South 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.

6.13 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.

6.14 It is anticipated that a minimum of 4 Apprenticeship places per year will be facilitated, in addition to an annual minimum of 6 work experience places in addition to the ongoing volunteer opportunities to be provided.

7. TARGET GROUPS AND/OR AREAS

- 7.1 The Service should be delivered proportionately across the Darfield, Hoyland Milton, Rockingham and Wombwell wards of the South Council area. Hot spot areas in each of the wards will be identified by the Tidy Team Steering Group, using local intelligence from a range of sources, including the Darfield, Wombwell and Hoyland Milton/Rockingham Ward Alliances and local elected members.

8. EQUALITY IMPACTS

- 8.1 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, 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 Section 4 - Form of Contract.

9. PERFORMANCE MEASURES/OUTPUTS

- 9.1 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 the type of outputs which the provider will be required to meet is also included in Table 1. The types of work undertaken by the Tidy Team and the related outputs are subject to change by the Tidy Team Steering Group, where different needs are identified.

Providers will be expected to identify the evaluation methodology they plan to use to measure each of the outcomes/outputs as part of their written tender submission.

Final measures and targets will be agreed prior to contract commencement. Please refer to Section 2 – Tender Quality Questionnaire.

9.2 Table 1

<i>Required Outcomes</i>	<i>Outputs required (figures in brackets are per annum)</i>
Creating a well maintained, clean, safe, well presented and welcoming physical environment Reduction in levels of littering and dog fouling	<ul style="list-style-type: none">• Large environmental projects completed (20)• Small environmental projects completed, to include grass cutting, hedge/other trimming and shrub bed maintenance (200)• Litter picks completed (500)• Community clean-ups completed (75) <p>NB: A minimum of 30% of the activities above should be undertaken jointly with local volunteers, schools or businesses</p> <ul style="list-style-type: none">• Number of requests made for enforcement activity (as required)• Number of joint projects undertaken with enforcement staff (20)

Residents/community groups taking responsibility for green areas/ shrub beds/planters etc.	<ul style="list-style-type: none"> Number of existing community groups supported (40)
Increase skills and work experience at local level, including the training of Apprentices and the provision of work experience placements	<ul style="list-style-type: none"> Number of Apprentices recruited (4) Number of Apprentices completing NVQ qualification (4) Number of work experience opportunities provided (50) Number of volunteers accessing employment (5)
<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 (40) Number of volunteer hours (to be negotiated) Number of new community groups created (4) Number of schools worked with (30) Number of school pupils involved in environmental projects (to be negotiated) Number of local businesses worked with (120) Number of Restorative Justice placements provided (10)
Maximise % of local spend	<ul style="list-style-type: none"> Percentage of project spend achieved locally

10.0 PROCUREMENT PROGRAMME

Indicative Programme:	
Tender Return	10 th May 2016 at 12.00 noon
Tender Evaluation	12 th May – 16 th June 2016
Tender interviews and presentations	Week commencing 23 rd May 2016
Tender Report and Approval to Award	Week commencing 30 th May 2016
Standstill Period and Feedback	3 rd June 2016
Award Contract	13 th June 2016
Contract Commencement	1 st August 2016

11. CONTRACT VALUE AND CONTRACT DURATION

- 11.1 The estimated cost of the contract is £195,750 per annum for a service to cover the 4 wards of Darfield, Wombwell, Hoyland Milton and Rockingham. This amount to include the training and wages costs for 4 Apprentices and the payment of all adult employees at the National Minimum Living Wage (£7.20 per hour aged 25+ and £6.70 per hour for ages 21-24) from the commencement of the contract, in line with government guidelines.
- 11.2 The contract will initially be for a period of 8 months, with potential for extending by a further 1 + 1 years, subject to:

- The provider's satisfactory achievement/delivery of outcomes, outcome measures and activities/outputs
- The availability of future Area Council funding from 1st April 2017. (Please refer to 'The Term' of the Contract, contained in Section 4).
- The service being required by the South Area Council in order to meet its local priorities

The estimated total value of this procurement is £522,000 over the potential 2 year and 8 month period, i.e. £195,750 per annum.

12. CONTRACT TERMS AND CONDITIONS

12.1 See Section 4 – Form of Contract.

13. CONTRACT MONITORING AND RECORDING REQUIREMENTS

13.1 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. There is a key requirement of the provider to:

- Provide a quarterly report to the Contract Manager against the priorities identified by the steering group
- 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.
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- 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.

The Area Council Manager will review performance in liaison with the South Area Council and may reasonably ask for additional information at any time.

Service provision will be subject to annual review.

14. QUALITY STANDARDS

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

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
- 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

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

Additionally:

- The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.
- The Service Provider will submit reports summarising any complaints, investigations and remedial actions

Please also refer to Section 4 – Form of Contract

APPENDIX A

SOUTH AREA COUNCIL ANNUAL REVIEW
2015

To access this file, please click on the link below:



Area review South Final Print Ready.pdf

APPENDIX B

#LOVEBARNSELEY

EDITION 1 OF SOUTH AREA COUNCIL MAGAZINE DECEMBER 2015

**Please click on the link below to access #LoveBarnsley
December 2015 edition:**

<https://www.barnsley.gov.uk/media/2234/barnsley-south-re.pdf>