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NORTH EAST AREA COUNCIL DRAFT COMMUNITY TRAINEESHIP SPECIFICATION

1.0 PROJECT OVERVIEW

Introduction

- 1.1 The North East Area Council, Barnsley Metropolitan Borough Council (the Council) is looking to establish a Community Traineeship Programme which will also have an emphasis on raising aspirations, community engagement and the local environment. The Councillors have resolved that the Economy and Regeneration is one of their Key Priorities for the North East Area Council and want to achieve local solutions to building employment and skills across the North East Area Council.
- 1.2 The Index of Multiple Deprivation shows that Employment Deprivation in the North East at 27.6% is higher than that of Barnsley at 26.4 %, and the number of Jobseekers Allowance claimants in the North East @ 2,050, reflects the second highest increase in unemployment claimants in the Borough. Young people aged 18 – 24 years old are being highlighted as being one of the groups who are the most significantly affected by the current economic situation across the North East Area Council communities. Barnsley MBC's economic recovery works emphasises the need to overcome barriers, supporting social mobility and reducing inequality through training young people to work through skills acquisitions and employability. The impact of the current economic situation is not equal, and a survey by the Institute of Fiscal Studies, May 2020 highlighted that 8% of 18 – 24-year olds have lost their jobs compared to 5% of adults, and with a large proportion of young people coming from disadvantaged areas. Consequently, supporting young people (16 – 24-year-olds) with their transition into high quality traineeships, apprenticeships and employment is one of Barnsley MBC's Employment and Skills priorities.
- 1.3 The North East Area Council has recognised the need to provide development opportunities for the young people in their communities, and the need to help to raise young people's aspirations. It was felt that commissioning a local Trainee programme would help to deliver these skills to help young people locally to achieve their potential and develop their future careers.
- 1.4 The Community Traineeship Programme will provide young people with meaningful work experience, and a hands-on learning approach, which will help to develop their aspirations. An initial insight into different areas of work, and a wider scope of learning experience, will help to deliver a recognised route into work for them and improve their self-confidence, skills and self-esteem, which in turn will strengthen the young people's employment prospects.
- 1.5 The Community Traineeship Programme will also include a requirement for Social Return on Investment and will work closely with the Council's North East Area Team to support, and help to facilitate, opportunities for Volunteering. Familiarity with the values of collective responsibility, and community spirit and pride, will be a valuable part of the work experience undertaken by the trainees. Effective communication and customer care values are, therefore, essential to inspire people who live and work in the area to *Love Where You Live*, and this will be an integral part of the commission.
- 1.6 The service will also support local community groups in the preparation for events and the onsite co-ordination and delivery of the Volunteering initiatives through informal engagement and practical support. Examples of the assistance required at Volunteer Environmental Initiatives and Clean Up days are as follows:

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- Use of machinery such as hedge trimmers, leaf blowers and strimmer's, digging as required and the removal of any green waste, litter and debris.
- Recording attendees and taking `before and after` photographs of environmental improvements.
- Collecting and delivering equipment, preparing sites for events, including putting up, and taking down gazebos, and ensuring that the site is left clean and tidy.

Please note this list is not exhaustive and there may be other functions required of a similar nature. This will involve a significant amount of evening, and weekend, work especially during busy periods such as the summer holidays and Christmas.

- 1.7** It is acknowledged that for the duration of this contract the provider will need to adhere to government guidelines regarding Covid-19 safe working practises. This may mean working with very small groups initially and enabling volunteering activity from a distance. Creative use of technologies, including social media and conferring software may be required.
- 1.8** Furthermore, the Environment is another Key Priority identified by the North East Area Council, and following on from the very North East Environment Team contract, the Area Council would like to continue to provide a responsive, efficient and accountable, local, uniformed Environment Team service, with a strong focus on the provision of local trainees.
- 1.9** The contract will provide a uniformed service of two Environment Teams, and a Rapid Response Team using a peripatetic approach. Each of the core Teams will each consist of one supervisor and one operative plus 2 trainees.
- 1.10** These Teams will focus on maintaining and improving environmental standards, as per National Indicator 195 – Improved Street and Environmental Cleanliness (referred to later in the document), in high profile areas incorporating the village centres, main shopping centres and key access routes across the Electoral Wards of Cudworth, Monk Bretton, North East and Royston. The Service will improve, and effectively maintain these areas, and clear any identified local community Hot Spot areas on request.
- 1.11** The Environment Teams will also provide a flexible, reactive service which will respond to local requests, for example, cutting back shrubs, shrub bed maintenance, overhanging footpaths, strimming a grassed area, or low scale fencing painting and repairs

2.0 Background

- 2.1** 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).
- 2.2** 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.

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- 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.
- 2.3** The local Economy and Regeneration, Health and Wellbeing, Young People and Love Where You Live have all been highlighted as a central focus and priority across the North East Area Council. These priorities, in turn, link in with Barnsley MBC's Corporate priorities.
- 2.4** The North East Area Council has recognised the need to provide development opportunities for the young people in their communities, and the need to help to raise young people's aspirations. The Councillors have recognised that the Personal and Social development of a young person should include Confidence Building, Self Esteem, Health and Wellbeing, independent Living Skills, independent Travel Skills, Active Citizenship, Careers Guidance and Interview Practice. It was felt that commissioning a local Community Trainee programme would help to deliver these skills to help young people locally to achieve their potential and develop their future careers.
- 2.5** The Provider will provide Information, Advice and Guidance to the trainees to help them develop pathways to their employment and academic opportunities. The Provider will also signpost the trainees to the opportunities that are available for them.
- 2.6** Additionally, the local environment has been highlighted as a significant asset by residents across the four Wards. This is supported by the four Ward Alliances which have all highlighted the Environment as a priority for local consideration. Improvements to the local environment are also regularly discussed at residents meetings, at the Councillors' surgeries and at the local street surgeries.
- 2.7** Clean Up Britain reports that:
*'In the UK, levels of litter have increased 500% in the last 50 years
It costs the UK £1bn to clear litter every year. Money which could be spent on things to really benefit society. A poor-quality local environment can also have wider impacts on public health, including mental health problems such as anxiety and depression. On the flip side, living near good quality, accessible green space can improve mental and physical health.'*
- 2.8** Feedback to date from people who live and work in the area about the service provided by the North East Environment Teams continues to be extremely positive, and the North East Area Council has resolved to continue this service provision.
- 2.9** A key purpose of the North East Area Council is to grow community capacity and Social Return on Investment through commissioning local services and encouraging Volunteering. The importance of Social Value has been highlighted as part of each North East Area Council procurement, and all organisations should effectively demonstrated how they will create local jobs, use local supply chains, ensure local spend, support and encourage existing Volunteers, and create new Volunteering and work experience opportunities.

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- 2.10** In the 2017 Litter Strategy for England states that one of the Governments aims is to:

‘Empower local communities to channel their passion for their local environment into positive action.’

The contract will support, complement and encourage Volunteering opportunities and potential for greater community participation and development will be supported through Active Citizenship initiatives. A Keep Britain Tidy Report, the Journal of Litter and Environmental Quality, June 2017, refers to ‘Strengthening Communities by Reducing Litter’, by George Monck, who is the Chief Executive of Clean up UK. Monck cites Pelle Hansen from Denmark at the 2012 Keep Britain Tidy conference, who said:

“Action against litter shouldn’t be seen simply as cleaning up a neighbourhood but as building it up, ideally in partnership with other local initiatives.”

https://www.keepbritaintidy.org/sites/default/files/resource/KBT_Journal_of_Litter_and_Environmental_Quality_June2017_0.PDF#page=39

- 2.11** Local spend will be encouraged and the commission will encourage maximising the amount of both formal, and informal, spend within the Barnsley economy. Providers will be encouraged to retain expenditure within the local community. The New Economics Foundation (NEF) highlights the positive impacts on local economies by the optimisation of local spend from contracted activity. The local multiplier effect is usually between 1.5 and 3.0 which means that for every £1 spent with Barnsley suppliers the economic impact will be 1.5 to 3 times the amount spent.

- 2.12** Additionally it is envisaged that the initiative will help to reduce benefits dependency in disadvantaged communities.

3.0 THE COUNCIL’S STRATEGIC OBJECTIVES

3.1 Visions and Values

The North East Community Traineeship Programme which will have an emphasis on raising aspirations, community engagement and the local environment. This commission aligns to the Barnsley MBC’s Vision which 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

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- 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

3.2 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	<ul style="list-style-type: none">• 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.
Supporting resilient communities	<ul style="list-style-type: none">• Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley• Support the many benefits of volunteering and foster our 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-facilitate greater self-help• Engage local communities in helping them shape decisions and services in their neighbourhood.
Citizens achieving their potential	<ul style="list-style-type: none">• Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed• Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum• 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• Prioritise the reduction in health inequalities between different parts of the Borough• Ensure that the Council plays a strong part in keeping the Borough safe, and work with others to improve community safety.

3.3 The commission will link in with the five key areas of the Employment and Skills plan for 2020 – 2021, which in turn will support Barnsley's Economic Recovery Plan.

3.4 The initiative will also contribute to Sheffield City Region's More and Better Jobs Strategy. The strategy refers to Barnsley requiring 'More Jobs and Better Jobs'.

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Barnsley needs more jobs and needs as many of these as possible to be good jobs that support productive businesses and offer people the skills they need to grow. This is good for business as well as people because more and better jobs will go hand-in-hand with greater innovation, better productivity and improved quality products and services. The 'More Jobs and Better Jobs' reports states that employment should provide a decent income, fair terms and recognition of effort, job satisfaction, and a good, safe and healthy working environment.

4.0 SCOPE OF SERVICES

A Community Traineeship programme delivered through the provision of an environmental improvement service.

Traineeships Programme

- 4.1 To provide a Community Traineeship programme opportunity for young people (aged 16 – 24) in the local communities. Through enhancing skills, creating opportunities for work experience and giving appropriate information, advice and guidance the contract will provide better routes into work, and therefore improve the number and quality of jobs.
- 4.2 The Provider should have a proven track record in terms of working with underrepresented groups in disadvantaged communities, and with working with challenging and hard to engage young people. The commission wishes to actively include opportunities for traineeships for vulnerable, and underrepresented, 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.
- 4.3 It is an important requisite of this commission that all time constraints are minimised wherever possible. This will help to maximise outcomes and ensure value for money. It is anticipated that a rolling programme of trainees will be facilitated to ensure as many trainees can access this programme. It is anticipated that 6 trainees will work with the three teams on a rolling 8-week programme. This equates to 6 cohorts per annum and a total of 36 trainees' opportunities per annum. However, it is recognised that some young people may require more than an 8-week programme to complete the course. There will be a level of flexibility within the commission to reflect this, which will be determined by the Area Manager on a case by case basis.
- 4.4 The Provider will raise awareness of this opportunity through relevant services who work with 16 to 24-year olds such as the Targeted Information Advice and Guidance Service (TIAG), Jobcentre Plus, the Children in Care Team, and Social Care.
- 4.5 The trainees will be involved in a programme of Active Citizenship which will enhance their skills and develop their community awareness. Familiarity with the values of collective responsibility, and community spirit and pride, will be a valuable part of the work experience undertaken by the trainees. Effective communication and customer care values are essential to inspire people who live and work in the North East Area Council; to Love where You Live, and this is an integral part of the commission.
- 4.6 Health and Safety requirements and knowledge are a paramount consideration to the North East Area Council and all trainees will be required to complete a thorough basic Health and Safety training unit, which includes guided learning hours and a test. It is envisaged that this training plan will include an induction programme,

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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.

- 4.7 Support will be given to the Trainees with regard to access to learner support and learning materials, to include a pre-employment course to give them skills to help them be 'work ready', to include helping them into work through CV advice, mock interviews and careers guidance. It is anticipated that the providers will maximise training and assessment opportunities.
- 4.8 Risk assessments, to include trainees' reports, will be carried out as appropriate and copies will be made available at the Contract monitoring meetings.
- 4.9 The Community Traineeship programme is seen as a pathway to further employment and academic opportunities. The initiative provides a stepping stone process and it is anticipated that over 80% of the trainees will progress into apprenticeship, full-time education, or employment after they have finished the course.
- 4.10 The achievements and successes of the Trainees will be celebrated on an annual basis at an Awards ceremony.
- 4.11 The Area Council will be informed of the progression of the trainees in the workplace on a regular basis.

Environmental Improvement Service

General

- 4.12 Through a uniformed service of 3 teams; two environmental and one rapid response, the Provider will provide a flexible, reactive and responsive environmental improvement service across the North East Area Council with a high level of co-operation maintained with the North East Area Team
- 4.13 Each team will consist of two full time employees plus trainees and one vehicle and will undertake general and specialist operational duties in all weathers which will involve a wide range of physically and mentally demanding tasks.
- 4.14 The Teams will:
 - Be customer focussed and be able to communicate politely and effectively.
 - Have a 'can do' and positive attitude to and be responsible for solving day to day issues as they arise.
 - Provide support and a high visibility enablement role to Volunteers working closely with the North East Area Team.
 - Work to agreed schedules and where necessary respond to new priorities as required and directed by their Manager.
 - Demonstrate safe practices to other employees, apprentices, trainees and work placement students where required.
- 4.15 As a socially responsible employer the terms and conditions of employment for the six full time employees will include:
 - Either a Living Wage or an Enhanced Wage as appropriate.
 - An incremental increase in holiday entitlement, from a base line of 20 days per annum up to a maximum of 28 days per annum, plus statutory holidays.

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- 4 weeks full Sick Pay from the organisation, and then Statutory Sick Pay.
- Contributions to a pension scheme.
- Appropriate, good quality, British Standards PPE equipment.
- Appropriate training for personal development as required.

4.16 The Provider will be expected to operate from a local base and have a local presence in order to be able to respond to requests via a central point of contact and to maintain a local community presence.

4.17 The service provided will include both proactive and reactive functions through proactively working to flexible schedules and reactively responding to local requests. The Provider will have a flexible schedule which will complement the schedule and planned work programmes provided by Neighbourhood Services in the area and avoiding duplication. The provider is also expected to work closely with the North East Area Council's Environmental Enforcement Services, and the Private Sector Housing Management Officer.

4.18 There will be a significant number of times in the year when, evening (after 4.00 pm), and weekend working (Saturdays and Sundays, 8.00 am to 5.00 pm) will be required to help with Community Events and Clean Up days. This can be included as part of a flexible working arrangement which includes time off in lieu. Apart from on Bank Holidays, a full staff team will be required to work and provide adequate cover across the area.

4.19 The Provider will be expected to act as the 'eyes and ears' in the community and be responsible for reporting other matters not within their scope of responsibility so that this can be actioned by the respective Council Service. This would include:

- Discarded needles
- Graffiti
- Fly tipping
- Problems with trees that might require a tree surgeon
- Asbestos

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

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

4.21 The Provider will require a valid Waste Carriers Licence and shall be responsible for the collection and disposal of waste as indicated in the services to be provided. The provider will provide evidence as part of the procurement process of their waste disposal and recycling arrangements.

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

Materials

4.23 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.

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- 4.24** The Area Council will have a small budget available for community initiatives and will provide high vis jackets, gloves, paint, painting equipment and black bags, as required to support working with volunteers and other community initiatives.

Vehicles

- 4.25** It is expected that the vehicles provided will be in a good exterior condition and in good working order. The running costs, including fuel, tax, insurance, maintenance and storage will be covered by the Provider
- 4.26** The vehicles will be white and signed up to read 'The North East Area Council working for you, serving the Wards of Cudworth, Monk Bretton, North East and Royston' in black letters. It will also include the BMBC logo, the North East Area Council logo, and the 'Love where You Live' and logo. Exact details for the sign writing will be provided.

Reactive Work

- 4.27** The Provider will provide a flexible, reactive and responsive service to specific requests for environmental improvements across the North East Area Council. This could include, for example:

- Pruning of vegetation
- Painting of street furniture
- Minor repairs to fencing
- Strimming a grassed area
- Removal of litter
- Removal of dog fouling
- Removal of epicormic growth
- Hedge strimming
- Erection of street signs
- Erection of Notice Boards

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

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

Scheduled Work

- 4.28** The Provider will also provide a high visibility litter picking and general cleanliness schedule to the areas identified in the maps in Appendix A.

This schedule of work will include as required:

- Litter removal
- Removal of dog fouling
- Street sweeping
- Street clearance
- Weed and vegetation removal
- Improvements to street furniture

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

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Street Cleanliness Litter Removal

- 4.29 The Provider shall have due regard to the Environmental Protection Act 1990, Code of Practice on Litter and Refuse, Control of Waste Regulation 1992, Registration of Waste Carriers and Waste Management the “duty of care” Code of Practice. The Provider’s attention is drawn to the possible presence of sharps for which the Provider should provide suitable containers. The Provider is to dispose safely of any such containers to an approved location.
- 4.30 The North East Area Council adheres to the street cleanliness Performance Indicator NI 195, a National Standard for Local Authorities to measure the local environmental quality of their public realm in a structured way.
- 4.31 The provider shall ensure that high standards of cleanliness are maintained on the High Street centres and strategic routes daily. The Provider will also ensure that hot spots areas, such as car park other public area are cleared within 1 -3 working days.
- 4.32 If the service goes below the required standard, they will be contacted by the Area Manager, and this will be reviewed as part of the performance monitoring.

Seasonal Work

- 4.33 The Provider will be expected to tailor their work to suit seasonal variations in demand. This would therefore include, for example leaf litter removal in the Autumn to areas of green space, as identified by the North East Area Team, assisting with snow clearance and gritting during the Winter and support for Community Events and Community Clean Up days as required.

Note: It is vital that the provider can flex service provision in accordance with government guidelines (e.g. during the COVID-19 pandemic) and equally important that that provider is able to dynamically risk assess and return to business as usual when it is safe to do so. Any changes to the specification will need to be agreed with the contract manager and in it is expected that the provider will support BMBC core services as required.

Social Action

- 4.34 The Social Return on Investment should be maximised wherever possible to contribute to a thriving, flourishing and vibrant local economy. This should include:
- 4.35 Optimising local spend, and using local suppliers and venues wherever possible, which will be actively encouraged.
- 4.36 Recognising the Social Return on Investment through increasing training opportunities, increasing opportunities for employment, and local skills development
- 4.37 Encouraging a greater sense of community cohesion and increasing Volunteering opportunities and the potential for greater community participation and development.
- 4.38 Fostering and building relationships in the local community with the local businesses and residents, building up Civic Pride.

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- 4.39** The Service will be a visible presence in the local communities, promoting Community Pride to local community groups and encouraging people who live and work in the area to take ownership of their local community environment.

Local Knowledge

- 4.40** Local knowledge would be an advantage to be able to encourage the local community to take a pride in the area in which they live and work. Inspiring people in the local communities to support and participate in Volunteering opportunities through informal engagement will be a key task for the Teams. Volunteers' contributions will help to ensure a sustainable and welcoming environment, and this will, in turn, increase the attractiveness of the Wards as places to live, work and visit.
- 4.41** In addition to performance reports being regularly fed back to the Area Council, the initiative will be linked to the Ward Alliances, with a mutual exchange of information regarding volunteering opportunities, hot spot areas, and outputs and outcomes, being a meaningful part of the commission.
- 4.42** The Service will be one of enablement and facilitation and will help and support to the North East Area Team at regular Volunteer Initiatives and Clean Up days across the area, and community events, complementing the local 'Love Where You Live' schemes. The service will be flexible, and support the North East Area Council's community initiatives as required.

4.43 Other Contract Details

- Training for employees will be the responsibility of the Provider.
- The Provider will work closely alongside the Council's North East Area Team with regard to planning and conducting Volunteering initiatives.
- The Provider will be expected to perform the service to a standard that can reasonably be expected of a ground's maintenance Provider.
- The Provider is to allow for the separation of recyclable and non-recyclable material so that the Council is limiting the amount of spoil going to landfill wherever possible.

4.44 Specific Aims and Objectives of the Service

The service will:

- Create recognised, local, Community Trainee programme, which is fit for purpose, and strengthen the local communities' skills base.
- Applicants for traineeships must be resident in the Barnsley Borough, focusing on the North East Area Council communities where possible.
- Provide training and employment opportunities for vulnerable groups in disadvantaged local communities.
- Be a highly visible presence in the local communities.
- Increase local spend
- Maximise Social Return on Investment
- Reduce benefits dependency.
- Inspire people who live and work in the North East Area Council to 'Love Where they Live'.
- Improve the local environment.
- Maintain and improve Environmental Standards.
- Keep the North East Area Council area clean and well maintained.

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- Link with other North East Area Council procured services to support the overarching aims of Area Governance shown previously.
- Effective deployment of available resources to fully comply with, and deliver, the requirements of this specification.

4.45 Social Value Objectives

The Social Return on Investment should be maximised wherever possible to contribute to a thriving, flourishing and vibrant local economy. Under this contract, the provider will be required to actively contribute to the achievement of specific Social Value objectives. These will include:

- Be sustainable and support the creation of sustainable communities by increasing local employment opportunities.
- Increase skills development and work experience at local level and maximise local traineeship opportunities.
- Enhance achievements for the trainees which in turn will strengthen the young people's employment prospects and job aspirations.
- Optimising local spend, and using local suppliers and venues wherever possible, which will be actively encouraged.
- Build relationships with local businesses and use local supply chains whenever possible.
- Build relationships with the local community and support and encourage existing Volunteers and encouraging people who live and work in the area to take ownership of their local community environment.
- Encouraging a greater sense of community cohesion and increasing Volunteering opportunities and the potential for greater community participation and development.
- Increase the number of people engaged in Voluntary activities in the community, which in turn will support the health and wellbeing of the people who live and work in the area.
- Fostering and building relationships in the local community with the local businesses and residents, building up Civic Pride.
- Complement existing provision provided by BMBC neighbourhood services.
- Link with other North East Area Council commissioned services to support the overarching aims of Area Council.

5.0 REQUIREMENTS OF THE PROVIDER

5.1 Providers Responsibility Service Outcomes and Measures

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

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The Provider will ensure the following performance measures:

Performance Measures		
Outcome	Indicative Outcome and Measures	Indicative Methodology
A Thriving and Vibrant Economy	<i>Number of full time equivalent local jobs created</i>	<i>Recorded through narrative Performance Reports and Case Studies.</i>
<i>Thriving and Performing</i>	<i>Number of local traineeships starts created</i>	The provision of 6 trainee places on rotation with the three teams, and on a rolling 8-week programme to ensure as many trainees as possible can access this service. This equates to 6 cohorts per annum, and a total of 36 trainees' opportunities per annum.
People Achieving their Potential	<i>Number of people who are supported from disadvantaged backgrounds</i>	<i>Recorded through narrative Performance Reports and Case Studies. A total of 8 anonymised Case Studies will be required per annum.</i>
	<i>Number of people who are Not in Education, Employment or Training supported</i>	<i>A minimum of 10 per annum</i>
	<i>Number of Care Leavers</i>	<i>A minimum of 2 per annum</i>
	<i>Number of young people with an education, health and care plan.</i>	<i>A minimum of 2 per annum</i>
<i>Encouraging people to Volunteer</i>	<i>Number of hours dedicated to support young people into work.</i>	<i>Through CV advice, mock interviews, careers guidance, and mentor support.</i>
	<i>Number of Volunteering Opportunities created through supporting Social Action projects.</i>	<i>A minimum of 50 per annum</i>
Strong and Resilient Communities	<i>Increase the number of people engaged in voluntary activities in the community.</i>	<i>Number of existing, and new, Volunteers recorded. Target: support 50 New Volunteers per Ward per annum</i>

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<i>Focusing on achieving outcomes for Communities</i>	<i>Increase the number of people involved in local governance</i>	<i>'Before and after' photographs of environmental improvements to be taken.</i>
<i>Empowered and informed citizens</i>	<i>Social media posts</i> <i>Number of local supply chains supported and amount of local spend realised.</i>	<i>Record of Reports into Ward Alliances</i> <i>Target: support 2 new Community Groups per Ward per annum</i> <i>As appropriate</i> <i>Recorded through narrative Performance Reports and Case Studies</i>
Improve the Local Environment, making the North East Area Council area a more inviting place to live and work	<i>Keep the streets clean and well maintained. Percentage of streets kept at the acceptable standard for litter</i> <i>Responsive jobs to be satisfactorily completed within 1-3 calendar days.</i>	<i>A regular visual inspection by the Area Manager will be carried out to measure the cleanliness of the area.</i> <i>Target level 100%</i>

5.2 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 Provider from setting higher quality standards than those laid down in the Contract.

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

The Provider will submit reports summarising any complaints, investigations and remedial actions.

5.3 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 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 and asbestos awareness) staff development and supervision.

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- 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
- The Provider holds a valid Waste Carriers Licence (throughout the contract term)
- All staff employed or engaged by the Provider are informed and are aware of the standard of performance that they are required to provide and can meet that standard.
- The adherence of the Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met.
- Robust policies and procedures are to be in place to ensure safeguarding of all adults and children.
- All staff employed or engaged by the 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 Provider from setting higher quality standards than those laid down in the Contract.

5.4 Environmental Requirements

Project sustainability is key. The provider will be expected to consider 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.

5.5 Branding Requirements

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

5.6 Equality and Diversity Requirements

The 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.

6.0 PERFORMANCE MEASURES

6.1 Contract Monitoring and Recording Requirements

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

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

The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. Throughout the contract

Appendix A

term the Provider will provide regular reports to the Area Council regarding the types of services provided, both reactive and proactive to demonstrate contract delivery against all the key objectives outlined.

There is a key requirement of the Provider to:

- Meet the Contract Manager on a monthly basis.
- Provide a monthly report for the first quarter, and then three further quarterly reports to the Contract Manager against the performance measures. This information will be shared with the Area Council and the Ward Alliances.
- Collect, collate and report on a range of agreed indicators on an initial monthly, and then 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 post codes.
- Attend a monthly, and then quarterly contract meetings with the contract manager to discuss the contract management report and request any additional information, and 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 1 month before the contract end date.

7.0 CLIENT RESPONSIBILITIES

- 7.1 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.
- 7.2 The Council will ensure the Provider is given a key point of contact for any enquires in relation to the contract.

8.00 PAYMENTS AND INVOICES

8.1 Payment Terms

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

8.2 Payment Profile

The Provider will be paid monthly in arrears for the services provided as per the pricing schedule

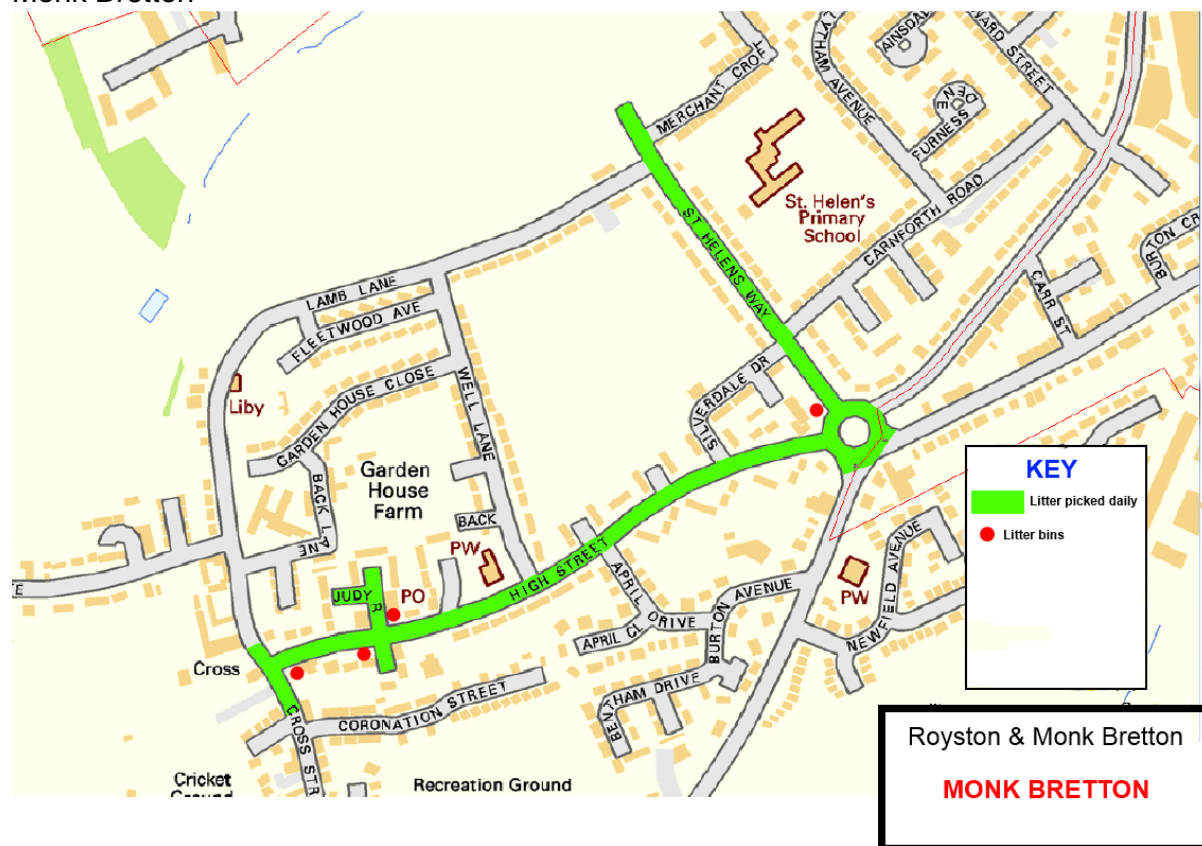
A detailed map of the Cudworth & North East area. A thick green line indicates the route for daily litter picking, starting from the bottom left near the A58 and running through the center of the map. Red dots along this route represent litter bins. The map includes various streets such as Cudworth Parkway, Prospect St, Church Street, and Market Street. Key locations like Cudworth Welfare Park, Bleach Croft Farm, and Quarry are labeled. A legend in the bottom right corner identifies the green line as 'Litter picked daily' and the red dots as 'Litter bins'. The title 'CUDWORTH' is written in red at the bottom right.

Appendix A

Lundwood

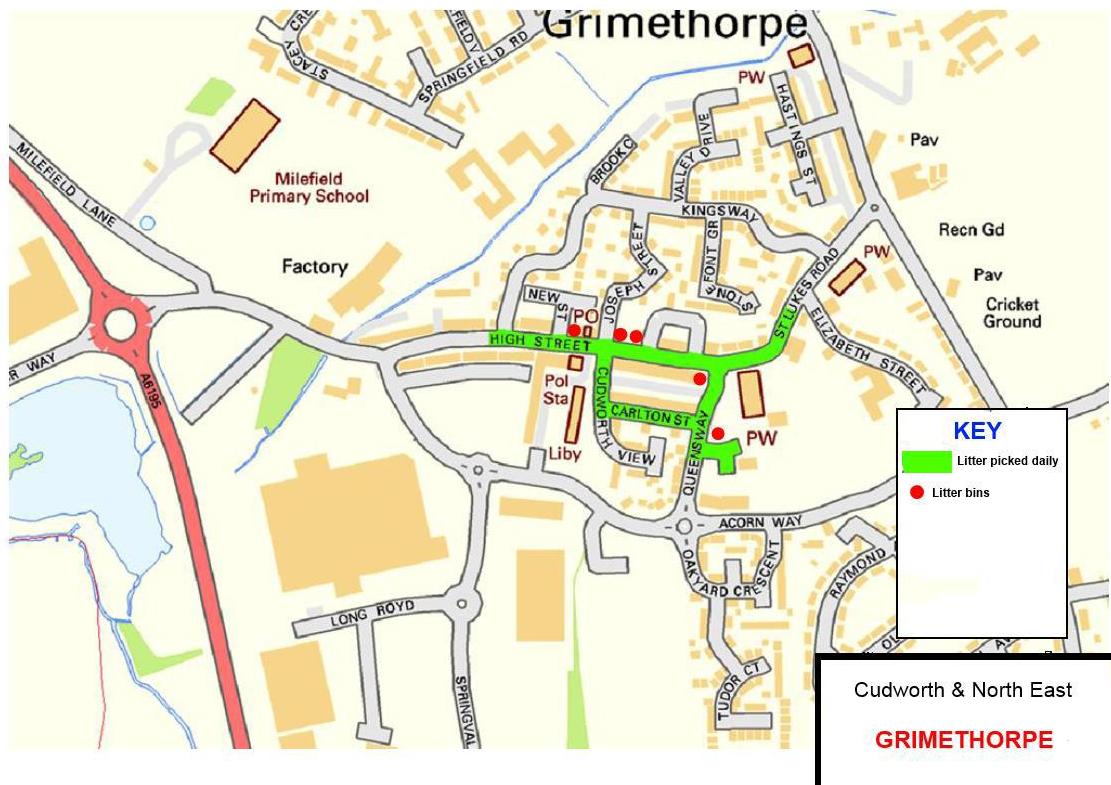


Monk Bretton



Appendix A

North East



Royston

