

TENDER SPECIFICATION

T.E.D. Befriending Service

T.E.D. in East Lindsey is funded by the Big Lottery Ageing Better Programme and seeks to improve the lives of older people (over 50 years of age) within the local authority district of East Lindsey. Community Lincs is the lead organisation and grant holder. In order to ensure older people from East Lindsey are included within the design and delivery of the project and a partnership approach is adopted the programme is managed by a Project Management Group (PMG) which includes representatives from voluntary and statutory organisations, the private sector and older people.

The overarching T.E.D. Programme outcomes state that:

- By 2021 older people in East Lindsey will be better connected with volunteering, social, leisure and health improving activities leading to an enhanced quality of life.
- By 2021 older people in East Lindsey will feel positive about the opportunities that getting older presents.
- By 2021 older people in East Lindsey will report that they do not feel lonely or isolated.
- Older people in East Lindsey will have more opportunities to influence the design, delivery and evaluation of services and businesses available to them.

What we have learnt about Befriending:

During 2018/19 TED appointed a consultant to deliver an independent review of the TED Befriending Hub service in order to support the development of our Befriending Service delivery specification.

During 2018/19 TED commissioned the development of a Befriending Hub initiative with six key anticipated outcomes:

- There will be a referral and signposting service offering a more joined up approach to befriending across East Lindsey.
- Capacity and skills in the number of Befriending volunteers will be built up, to encourage enterprise and innovation within the voluntary sector and co-production of services that meet community needs.
- There will be increased infrastructure support for Befriending across the East Lindsey area.
- Lonely older people will be supported to be resilient and self-supporting, reducing demand on public services and improving the quality of life through provision of individual and social group activity interaction opportunities.
- The TED Befriending and Friendship Hub will have its profile raised in East Lindsey through having a coordinated Launch event and marketing plan in place.

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- Befriending provision will be developed in areas where there are high levels of unmet need, such as on the coast.

TED has been able to gather key elements of learning as a result of the delivery of the Befriending Hub, including:

- There are very few other organisations delivering befriending services and as a result it has not proved possible to offer a single, joined up approach to befriending across East Lindsey as originally conceived.
- The number of active befrienders in east Lindsey has increased as a result of the Befriending Hub contract, and there are currently 43 befrienders in East Lindsey registered with Age UK Lindsey.
- It is clear after conducting interviews with both Befrienders and delivery staff that lonely older people have been supported to be resilient, reducing demand on public services and improving the quality of life through provision of individual and social group activity interaction opportunities. It is also very clear that the service has delivered a number of unanticipated but equally valuable outcomes.
- Awareness of the operation of a Befriending scheme in East Lindsey is illustrated regular and growing pattern of referrals.
- Whilst the original delivery model for the Hub service has not been realistic, a well-regarded and extensive network of Befrienders and referrals from key agencies has been built through the contract.

Delivery Specification:

The T.E.D. Programme wish to appoint an organisation to run and further develop the T.E.D. Befriending Service, with a particular focus on legacy and future sustainability.

This will include the following activities:

1. Work within the T.E.D. programme target areas (Mablethorpe, Sutton on Sea, Skegness, Louth, Horncastle, Wragby, Woodhall Spa and immediate surrounds) in order to deliver and develop Befriending Services, informed by locally identified needs.
2. Recruitment, training and support of Volunteer Befrienders.
3. Increase the capacity and of befriending volunteers, to encourage enterprise and innovation within the voluntary sector and co-production of services that meet community needs.

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4. Lonely older people will be supported to be resilient and self-supporting, reducing demand on public services and improving the quality of life through provision of individual and social group activity interaction opportunities.
5. Support older people to become better connected in their local communities, reduce social isolation and feel better about themselves and encourage more older people to volunteer in their communities, and to access Befriending Services.
6. Development of an exit strategy and sustainability plan.
7. Maintain mutually agreed management information reporting system and associated Learning and Evaluation delivery plan.
8. Work in support of the Community Lincs Core T.E.D. staff team and other TED Commissioned Services, including attending regular delivery group meetings and events.
9. Provision of articles and information for the T.E.D. Times newsletter and the T.E.D. website and social media.
10. Build links with individuals, volunteers and groups to identify community skills, issues and needs in relation to older people; in order to inform centralised T.E.D. evaluation and the T.E.D. commissioning priorities.
11. Support the T.E.D. Programme to evaluate delivery and gather impact and outcomes data, specifically through the collation of Common Measurement Framework Surveys

Associated Key Performance Indicators:

Number of new T.E.D. Network Members signed up (individual).
Number of T.E.D. Network Members in receipt of Befriending Support/Services (individuals).
Number of referrals and referral sources
Number of training sessions/master classes held, including number of participating groups and volunteers.
Number of volunteers supported (existing befriending volunteers).
Number of new volunteers recruited as Befrienders.
Number of Initial CMF generated.
Number of follow up CMF generated.
Number of Learning Reports provided.
Number of Case Studies provided.

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Investment Value and Timescales:

A maximum of £40,000 is available for delivery in 2019/20 and £30,000 for delivery in 2020/21.

Application for funding for this service will open on 18th January 2019 and will close at 12.00pm on 15th February 2019.

Applications must be made using the T.E.D. Tender Submission Application Form and must include the following criteria:

1	To be known and advertised using the existing ' T.E.D. Befriending Service ' branding.
2	Activities to be delivered within T.E.D. areas of Skegness, Mablethorpe, Alford, Sutton on Sea, Louth, Horncastle, Wragby, Woodhall Spa and outlying communities.
3	A variety of activities and support services should be included. Submissions should be innovative and should offer variety activities/services appropriate to the T.E.D. demographic and supported by locally sourced evidence of need.
4	Encourage individuals to sign up for T.E.D. Membership in order to increase the opportunities for social activity of older people.
5	Work in partnership with other willing organisations in order to improve the service and maximise impact, and in particular with the T.E.D. core staff team and other TED Commissioned Services
6	Organisations must demonstrate that they are able to fully comply with the requirements of GDPR and that they have established and effective Safeguarding policies and processes.
7	Applicants must demonstrate that they are able to comply with all the contractual monitoring requirements of the Service Level Agreement (SLA). These shall include: <ul style="list-style-type: none"> a) Monthly output monitoring b) Quarterly financial reporting – to include variance against the agreed budget. c) Outcomes monitoring through Big Lottery's Common Measurement Framework (CMF). There will be targets set within the SLA for the successful return of CMFs. d) Provision of Case Studies and Learning Log Reports. e) Attend a minimum of 1 T.E.D. focus/planning meeting per annum.
8	Applicants must include a realistic Project Plan as part of their application. This must include timelines for delivery and detailed target proposals.
9	All marketing must comply with both T.E.D. and Big Lottery branding guidelines and must display the T.E.D. and Big Lottery logos.
10	The specified activities shall be delivered for no more than the specified contract value available, and will run for a maximum period of 22 months (ending no later than January 2021).
11	The contract timescales for delivery will not extend beyond January 2021.
12	Year 2 of delivery will only be approved pending an end of year report and performance review.
13	All submissions must provide an action plan to address the legacy and sustainability after the commissioning completes.
14	The successful applicant must commit to attend monthly delivery team meetings, regular contract management meetings, and must submit monthly monitoring reports and data.

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Please direct any queries to:

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