

Commissioning Specification

LAA 36-09 Oldham Volunteering Agency - Workstream 2 (Delivery)

Expressions of Interest are invited from potential Delivery Agents to undertake the following commissioned activity **from April 1st 2010:**

LAA 36-09 Oldham Volunteering Agency Workstream 2 (Delivery)

1. Introduction

In October 2009, on behalf of the Safer and Stronger Communities Block, an Executive Group of the Safe and Strong Communities Board approved a Business Case, which proposed the development of a blueprint for a Volunteering Agency for Oldham and the subsequent delivery of volunteering-related services.

The Business Case divided the work into two distinct phases:

- **Workstream 1 (Development)** (terminating March 31st 2010)
- **Workstream 2 (Delivery)** (commencing April 1st 2010)

WORKSTREAM 1 (DEVELOPMENT) October 2009 – March 2010

Workstream 1 (Development) was commissioned with the aim of producing a 'blueprint' and laying the foundations for an Oldham Volunteering Agency (OVA), which, from April 2010 onwards, will serve as the 'hub' for all volunteering-related activity in Oldham.

It is envisaged that, from April 2010, the Oldham Volunteering Agency will deliver the following services:

- Brokerage (matching potential volunteers to existing volunteering opportunities)
- Marketing of volunteering and volunteering opportunities
- Good practice development
- Development of volunteer opportunities
- Policy response and campaigning
- Strategic development of volunteering

Therefore, in order to lay the foundations for the eventual delivery of these services from April 2010 onwards, North West Network was selected in October as the Delivery Agent to undertake Workstream 1 until March 31st 2010.

Workstream 1 (Development) involves developing policy and procedures, identifying appropriate accessible premises and devising systems to coordinate volunteering activity in preparation for the commencement of Workstream 2 (Delivery) from April 2010 onwards.

Workstream 1 (Development), which is currently being undertaken by North West Network until March 31st 2010, comprises the following strands of work:

- An options appraisal will be carried out to identify suitable locations for OVA
- An Equality Impact Assessment will be carried out on the preferred location for OVA and the nature of the services to be delivered in Workstream 2.
- Any physical improvements that are required to be made to the preferred location will be identified and then reported to Oldham Council's Community Capacity Team
- An options appraisal will be carried out to identify the most suitable web presence for OVA and to make recommendations on the format, content and layout, including any relevant links from and to other websites
- A mapping exercise will be carried out to identify all existing databases, (including the national do-it.org website), in Oldham, which carry information about volunteering opportunities, volunteer hosts, registered volunteers etc. Subsequently, recommendations will be made to the Community Capacity Team and Volunteering Stakeholders' Group as to the agreements, arrangements procedures that will be required to ensure access to, and usage of, these databases in connection with the future delivery of Oldham Volunteering Agency Workstream 2 from April 2010 onwards.
- Current training provision for Volunteer Organisers will be reviewed and recommendations made regarding the nature of training programmes to be delivered in Workstream 2 from April 2010 onwards.
- Volunteering Champions will be recruited and provided with appropriate induction and training
- A Volunteering Stakeholders' Group will be established
- Consultation will take place with volunteers and volunteer-involving organisations
- A peer review will be carried out with a number of established volunteer centres to develop the best model of service for Oldham Volunteering Agency, (OVA)
- A Volunteering Delivery Framework will be developed, which will result in OVA being positioned as the new hub for 'co-ordinating all volunteering activity in Oldham across all sectors'. This Framework will incorporate procedures for obtaining quality accreditation, (e.g. from Volunteering England), a model for OVA service delivery and the development of volunteering opportunities together with the systems, protocols and procedures that will be required
- A transition/handover process, (which will be supervised by the Community Capacity Team), will begin as early as possible in 2010, when North West Network will collaborate with the selected Delivery Agent for Workstream 2 to ensure readiness to commence full operation of the OVA service from April 1st 2010

WORKSTREAM 2 (DELIVERY) from April 1st 2010 onwards

In order to ensure a fully operational Oldham Volunteering Agency service from April 1st 2010, (following the completion of Workstream 1), the Safe and Strong Communities Board is now seeking a Delivery Agent to undertake the following commission:

LAA 36-09 Oldham Volunteering Agency–Workstream 2 (Delivery)

The commissioned activity will involve the delivery throughout the Borough of several core functions under the ‘banner’ of Oldham Volunteering Agency (OVA). These core functions will include the following.

The overall aim of commissioning this activity is ***to establish a universally recognised specialist volunteer development agency in Oldham, which will deliver the full range of volunteering development core functions. (To this end, OVA will seek Volunteering England Quality Accreditation).***

Brokerage service

OVA will be responsible for matching individuals and groups interested in volunteering with appropriate opportunities in the local community. The Agency will hold information on a range of opportunities and will offer potential volunteers support and advice to match their particular interests to appropriate volunteering opportunities. This strand of work will also include encouraging private sector employees to volunteer.

Marketing of volunteering and volunteering opportunities in Oldham

OVA will stimulate and encourage local interest in volunteering and community activity. This will include promoting and marketing the concept of volunteering through local, regional and national campaigns and the publicising of volunteering opportunities. OVA will also be responsible for promoting an appropriate brand for volunteering.

Development of volunteering opportunities

OVA will work in close partnership with statutory organisations, voluntary, community and faith groups and other bodies to develop local volunteering opportunities. It will also work creatively and imaginatively to create innovative types of ‘non-formal’ opportunities, particularly for those groups, who face barriers to volunteering.

Good practice development

OVA will take responsibility for promoting good practice in working with volunteers to all organisations, whose activities involve volunteers. In addition, OVA will deliver training to, and accreditation for, potential volunteers, existing volunteers, volunteer organisers and the volunteering infrastructure.

Policy response and campaigning

OVA will be responsible for identifying and coordinating responses to proposals or legislation that will impact on volunteering locally. Similarly, it will lead or participate in campaigns on issues that affect volunteers or volunteering.

Strategic development of volunteering

OVA will serve as the ‘local expert’ on volunteering-related issues and will take the role of informing strategic thinking and planning at a local level and developing strategic alliances and partnerships between infrastructure agencies. For example, a Service Level Agreement will be developed between the Delivery Agent selected to undertake Workstream 2 and the current Delivery Agent for the commissioned activity LAA 03-09 Public Sector Volunteering Scheme in order to ensure collaborative working. OVA will also coordinate the production of a long-term Volunteering Strategy for the Borough.

Working within the Volunteering Delivery Framework established under Workstream 1, it is envisaged that OVA's work from April 2010 onwards will include the following strands:

- Oldham Volunteering Agency, acting as a 'one stop shop for volunteering' will deliver a range of volunteering-related services across all sectors from a centrally located, accessible Oldham base from April 2010
- Current volunteering opportunities across all sectors will be mapped out in consultation with all interested parties including the Delivery Agent for the commissioned activity LAA 03-09 Public Sector Volunteering Scheme, which is mapping opportunities within Oldham Council
- Based on the arrangements established under Workstream 1, a database of potential volunteers and volunteering opportunities will be maintained and regularly updated
- Volunteering, (as a concept), and actual volunteering opportunities will be promoted at every available opportunity, including National Volunteers' Week in June 2010. Potential volunteers will be matched with suitable opportunities and host organisations will be supported to manage their volunteers. Innovative types of 'non-formal' volunteering opportunities will be created, particularly for those groups, (who face barriers to volunteering). Volunteering England Quality Accreditation will also be sought.
- Based on the recommendations emanating from Workstream 1, a programme of support and training will be promoted and organised for volunteer hosts and volunteer organisers across all sectors
- Working closely with Oldham Council's Neighbourhoods Service, the Community Capacity Team, and other stakeholders, a long-term Volunteering Strategy for Oldham, (encompassing all sectors), will be produced
- Building on the partnerships and arrangements established during Workstream 1, effective and collaborative relationships will be developed with other volunteering infrastructure providers within the Borough, e.g. V-involved and North West Network to ensure one single point of entry for the public, in effect a 'one stop shop for volunteering'
- To facilitate the 'one stop shop for volunteering' concept, more formal agreements will be developed and implemented, where appropriate, and as identified by OMBC's Community Capacity Team. These may take the form of Service Level Agreements with organisations offering volunteering opportunities to ensure and facilitate collaborative working and effective use of resources
- A Volunteer Organisers' Forum, (incorporating existing provision), will be established
- Volunteering Champions will be identified and provided with training
- The Volunteering Stakeholders' Group will be supported and maintained
- An Oldham Community Volunteering Award Scheme will be established
- A user satisfaction survey will be undertaken with organisations and individuals. Its findings will be reported to the Council's Community Capacity Team

The commissioned activity, **LAA 36-09 Oldham Volunteering Agency–Workstream 2 (Delivery)**, will be expected to achieve the following outputs between April 1st 2010 and March 31st 2011:

- **400** potential volunteers will be registered with OVA. (Of the potential volunteers, 5% will classify themselves as disabled)
- **250** individuals will take up volunteering opportunities with the help of OVA
- **150** volunteer-involving organisations will register with OVA for support in recruiting volunteers and/or in developing good practice within their volunteering programmes
- **150** organisations will be supported by OVA to provide volunteering opportunities
- **300** different volunteering roles, (each role may involve more than one volunteering opportunity/vacancy), will be offered under the auspices of OVA
- A **Volunteer Organisers’ Forum, (incorporating existing provision)** will be established. It will take place at least quarterly and will provide opportunities for peer support and delivery of appropriate volunteering-related training
- **60** individuals will attend **Volunteer Organisers’ Training** organized by OVA
- A long term **Volunteering Strategy** will be produced
- A **promotional event** will be undertaken to complement National Volunteers’ Week
- An **Oldham Community Volunteering Award Scheme** will be established
- A user satisfaction survey will be undertaken with organisations and individuals. Its findings will be reported to the Council’s Community Capacity Team
- **14 Volunteering Champions** will be recruited by OVA to promote volunteering in the Borough. (In addition to the 6 Volunteering Champions recruited during Workstream 1)

Outputs OVA Workstream 2 (Delivery) 1 April 2010 – 31 March 2011	Estimated totals
Number of potential volunteers registering with the OVA service	400
Number of individuals taking up volunteering opportunities	250
Number of volunteer-involving organisations registering with OVA	150
Number of organisations supported to provide volunteering opportunities	150
Number of volunteering roles (each role may involve more than one volunteering opportunity/vacancy) offered under the auspices of OVA	300
Minimum Number of Volunteer Organisers’ Forum Meetings held	4
Number of individuals attending Volunteer Organisers’ training	60
Number of long term Volunteering Strategies produced	1
Number of promotional events undertaken to complement National Volunteers’ Week	1
Number of Community Volunteering Award Schemes established	1
Number of OVA service user satisfaction surveys undertaken (potential volunteers, volunteers and volunteer-involving organisations)	1
Number of Volunteering Champions recruited	14

The commissioned activity will contribute to the achievement of targets related to the following Local Area Agreement National Indicators:

- **NI 6** Participation in regular volunteering (participation in one set of defined activities e.g. organising or helping to run an activity or event at least once per month during the last year)
- **NI 7** Environment for a thriving third sector
- **NI 3** Civic participation in the local area (defined as taking part in one of defined list of decision making groups during the last 12 months)
- **NI 110** Young people's participation in positive activities
- **NI 141** Number of vulnerable people achieving independent living
- **NI 142** Number of vulnerable people who are supported to maintain independent living

Expressions of Interest are therefore invited from potential Delivery Agents for:

LAA 36-09 Oldham Volunteering Agency–Workstream 2 (Delivery)

Potential Delivery Agents

- Expressions of Interest are welcomed from individual organisations or consortia. If a consortium applies to undertake delivery of the commissioned activity, **one organisation must be identified as the Lead Delivery Agent**. Accountability for delivery will remain with that identified Lead Delivery Agent.
- Organisations submitting Expressions of Interest must be able to demonstrate their capacity to deliver this commissioned activity and a proven track record in this field.

N.B.

A maximum of **£125,000** from Area Based Grant Funds has been allocated to this Commissioned Activity for 2010-11

2010-11 £125,000

It is envisaged that further funds will be found to continue this activity in 2011-12 and beyond.

- Progression into Year Two, (2011-12) of delivery will be subject to satisfactory, ongoing and year-end evaluation of delivery in Year One, (2010-11) and the availability of funds
- The intellectual property rights of all material, associated information and reports, specifically produced for, and resulting from, the delivery of this commissioned activity will belong to the Oldham Partnership

2. Programme Specification

<p>Main Elements of the Activity to be Commissioned</p>	<p>LAA 36-09 OLDHAM VOLUNTEERING AGENCY – WORKSTREAM 2 (DELIVERY)</p>
<p>OLDHAM VOLUNTEERING AGENCY – WORKSTREAM 2 (DELIVERY)</p> <p>Volunteering England Accreditation</p> <p>Brokerage service</p> <p>Marketing of volunteering and volunteering opportunities in Oldham</p> <p>Development of volunteering opportunities</p>	<p><i>The Safe and Strong Communities Board does not intend to be over-prescriptive, either in terms of the approach to be taken or the nature of the work to be undertaken in delivering this commissioned activity. However, it is envisaged that potential Delivery Agents, in formulating their Expressions of Interest, will include the following areas of work in their proposals for delivery:</i></p> <ul style="list-style-type: none"> • Approach to be taken to ensure that OVA is awarded Volunteering England Quality Accreditation • Approach to be taken in delivering the volunteering brokerage service and establishing a 'one stop shop for volunteering', which will provide a single point of entry for the public • Hours of operation, registration procedures and processes to be employed. • Methods to be used to match potential volunteers with suitable opportunities • Brief explanation of how database(s) and other information sources will be used to support the brokerage service in terms of maintaining information on potential volunteers and volunteering opportunities • Resources to be made available to potential volunteers at the OVA office base • Media, channels of communication to be used in promoting volunteering as a concept, the OVA service itself and volunteering opportunities available • Methods to be adopted to promote volunteering to under-represented groups and those, who have traditionally faced real or perceived barriers to participating in volunteering • Ways in which Oldham's volunteering 'brand' will be publicised • Approach to be taken in recruiting Volunteer Champions and details of the support that they will be given • Approach to be taken in establishing, maintaining and developing effective partnerships with organisations across all sectors to develop local volunteering opportunities • Proposals to create innovative, non-formal types of volunteering opportunities • Nature of Service Level Agreements to be drawn up with volunteering infrastructure organisations

<p>Good practice development</p>	<ul style="list-style-type: none"> • Approach to be taken in promoting good practice across all sectors • Proposals re content and nature of training to be delivered to volunteers (potential and current), volunteer organisers and volunteer-involving organisations • Nature of the OVA service user satisfaction survey to be undertaken • Nature of the Community Volunteering Award Scheme to be developed
<p>Policy response and campaigning</p>	<ul style="list-style-type: none"> • Brief details of how OVA would set about responding to legislative changes and other proposals that impact upon volunteering in Oldham • Proposals to establish OVA as a credible campaigning organisation and the accepted champion of volunteering in Oldham
<p>Strategic development of volunteering</p>	<ul style="list-style-type: none"> • Proposals for supporting a Volunteer Organisers' Forum • Ideas re the nature and content of the Volunteering Strategy to be produced • Factors, (e.g. consultative methods), to be considered in producing the Volunteering Strategy for Oldham • Proposals to maintain and develop the Volunteering Stakeholders' Group
<p>Evaluation</p>	<ul style="list-style-type: none"> • Methods to be employed to measure/evaluate the performance of OVA
<p>Delivery Agent</p>	<p>Expressions of Interest are welcomed from individual organisations or consortia If a consortium applies to undertake delivery of the commissioned activity, <u>one organisation must be identified as the Lead Delivery Agent.</u> Accountability for delivery will remain with that identified Lead Delivery Agent.</p>
<p>Partnership Working</p>	<p>The successful Delivery Agent(s) will be expected to cooperate and collaborate, (where appropriate), with other Delivery Agents undertaking activity commissioned on behalf of the Oldham Partnership</p>
<p>Duration of programme</p>	<p>The Commissioned Activity has a current allocation of funds to finance operation until 31st March 2011. It is envisaged that further funds will be found to continue this activity in 2011-12 and beyond.</p>
<p>Deadline for receipt of Expressions of Interest</p>	<p>Potential Delivery Agents, (individual organisations or consortia) must submit their Expressions of Interest by 1.00 pm, Thursday 14th January 2010. Two references must accompany the submission.</p>

Area Based Grant Funds available	A maximum of £125,000 from Area Based Grant Funds has been allocated to this Commissioned Activity for 2010-11 2010-11 £125,000 It is envisaged that further funds will be found to continue this activity in 2011-12 and beyond.
Intellectual Property Rights	The intellectual property rights of material, associated information and all reports <u>specifically produced for, and resulting from</u> , this Commissioned Activity will belong to the Oldham Partnership.

3. Further Information

In formulating Expressions of Interest, potential Delivery Agents should bear in mind that the Strong Communities Assessment Panel, which will consider their submissions, will expect to see the following:

- Measurable, quantifiable Outputs for the commissioned activity, which demonstrate the effectiveness, scope and scale of the work to be undertaken
- A fully costed Expenditure Profile, demonstrating value for money and effective use of financial resources, relating to the undertaking of the commissioned activity
- A work schedule, which shows clearly how the commissioned activity will be completed within the designated time scale
- Details of the quality assurance standards that will be applied to ensure effective delivery of the commissioned activity
- Evidence, (backed up by references), of practical experience and demonstrable achievement in this field of activity
- Contingency plans / risk assessments to cover eventualities such as the departure or sickness of key staff during delivery of the commissioned activity
- Evidence that equality and diversity issues have been taken fully into account in planning the delivery of the commissioned activity
- Details of plans to ensure collaborative, joined-up working and sharing of information in situations where a consortium will be undertaking delivery of the commissioned activity

4. Deadline for Submission of Expressions of Interest

- An electronic version of the Expression of Interest should be submitted on the template provided to: denis.durnian@oldham.gov.uk
- **Two references** should also be e-mailed to denis.durnian@oldham.gov.uk
- In addition, a **hand-signed**, hard copy of the Expression of Interest, (on the template provided), must be sent to the address listed below.

All Expressions of Interest, (electronic and hard copy versions) must be received **by 1.00 pm, Thursday 14th January 2010**. Submissions received after the stated deadline will **not** be considered.

It is the responsibility of the potential Delivery Agent to ensure that a signed, hard copy of their Expression of Interest has been received at the following address within the stated deadline.

Private and Confidential
(LAA 36-09 OVA-2)
Denis Durnian
Partnership Support Team
Oldham Council
Room 441, Level 4
Civic Centre
West Street
Oldham
OL1 1UL

All Expressions of Interest received from potential Delivery Agents within the stated deadline will be considered by an Assessment Panel, which will meet as soon as possible after **Monday 18th January 2010**.

Applicants will be informed of the Assessment Panel's decisions within 21 days of the Assessment Panel meeting.