

Commissioning Specification

LAA 03/09 Public Sector Volunteering Co-ordination

Expressions of Interest are invited from potential Delivery Agents for:

Public Sector Volunteering Co-ordination

1 Introduction and context

The Health and Well Being Block wish to commission Public Sector Volunteering Co-ordination activity to increase levels of volunteering within the public sector.

Oldham Partnership, by deployment of Area Based Grant invested through the Health and Well Being Commissioning Group, must achieve measurable performance against the Local Area Agreement's indicators.

2. Background

There are volunteering opportunities across the Public Sector and local and national policies both require and support the philosophy of citizens becoming involved in their community through voluntary activity. However, there is no one route into volunteering opportunities in the public sector and potential volunteers have to navigate their way around public sector bodies, many become disheartened and give up along the way.

At the same time, many public services wish to, or already involve volunteers but there is little or no support available to ensure that this is done easily, effectively and correctly. Many more wish to involve volunteers but do not do so as they are unsure about policy and best practice or are concerned it is not their core business, and it may become time consuming.

The public sector volunteer involvement scheme will provide a single point of entry for potential volunteers and will promote all of the opportunities available. The scheme will also provide an initial screening point, to ensure people are finding their way to the correct opportunity.

The scheme is built on the public sector volunteer involvement work already undertaken. This work brought together a group of managers from across services. Two cohorts of managers have also participated in a volunteer management programme.

This new activity follows on from this solid groundwork, and although it will initially work within Oldham Council it will extend to NHS Oldham over the life of the activity.

Managers who currently involve volunteers or wish to do so in the future will be provided with best practice advice and support in order to be confident and competent and that volunteers are treated with parity and consistency across the organisation.

The successful provider will be hosted within the council to ensure direct access and incorporation into the council's systems, structures and services.

3 Specification

The activity is aimed initially at service areas within Oldham Council but will expand to all public sector services.

3.1 Beneficiaries

The beneficiaries are people living or working in Oldham who are currently volunteering in the public sector or wish to volunteer in the public sector.

Will involve at least 200 citizens of Oldham over a two year period

Will operate within at least 20 services across the public sector over the 2 year period.

3.2 Service

The scheme should provide strategic leadership within OMBC with regard to volunteer involvement.

The scheme will provide advice and support to managers within OMBC working with volunteers, with regard to all aspects of volunteer involvement.

The scheme will establish and facilitate a Volunteer Manager Practitioners Group to review policies and procedures, share best practice, co-ordinate training, provide mutual support / peer learning and be a central point for monitoring and evaluation

The scheme will establish and maintain a database of public sector volunteering opportunities

The scheme will provide a central point of contact for potential volunteers to contact the council

The scheme will sign post potential volunteers to appropriate service areas.

3.3 Standards

Volunteers and paid workers involved in this activity must undergo all relevant checks e.g Enhanced CRB and POVA disclosures.

Must comply with all Health and Safety legislation and requirements as set out by OMBC.

Must comply with all OMBC mandatory and other legal training requirements.

Must comply with OMBC Safeguarding Adults policy and training.

Must have a recognised QA system in place.

Must provide access to OMBC complaints procedure and that of the successful providers.

All data must be kept in line with data protection legislation.

The successful Delivery Agent will have a confidentiality policy in place.

3.4 Response Times

The service should contact potential volunteers within 2 working days following initial enquiry to arrange an appointment

The Service will respond within 2 working days to service areas wishing to provide volunteering opportunities, following an initial enquiry.

The service must be directly accessible to members of the public

The service may work in partnership with other agencies to take referrals

3.5 Required Outcomes

To ensure that managers currently involving volunteers are provided with best practice advice and support to be confident and competent, and that volunteers are treated with parity across the organisation.

To increase the number of service areas who involve volunteers.

To provide one single point of entry to the public to navigate and access opportunities

To provide advice and support to service areas who wish to involve volunteers

To develop and co-ordinate the volunteer managers group

To work with policy officers to develop and disseminate policies and procedures relevant to volunteer involvement

3.6 Monitoring Requirements

Number of volunteers accessing the scheme from all communities and age groups within Oldham.

Number of volunteers to be monitored once they are placed

Annual 'qualitative' evaluation of activities with both volunteers' placed and volunteer managers in service areas.

Attend at least 6 promotional events per year.

Organise 6 volunteer manager events per year.

3.7 Equipment and Materials

The successful providers will be responsible for the provision, maintenance and replacement of all equipment necessary to fulfil the requirements of the specification

Oldham Partnership Outcomes this activity will contribute towards

National Indicator	Outcome to be achieved
NI 141	Number of vulnerable people achieving independent living
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 6	Participation in regular volunteering

Service Outputs

Output	Estimated total over the lifetime of the commissioned activity
Service areas using the scheme to recruit volunteers	20
New potential volunteers using the service	200
Placed volunteers continuing to be	150

monitored	
User satisfaction 'qualitative' evaluation activity undertaken	2
Promotional events attended	12
Volunteer manager events held	12
Data base of volunteering opportunities established and maintained	1
Organise Volunteer Manager Events	12

NB A Maximum of £45,000 has been allocated to this Commissioned Activity per annum,

- The intellectual property rights of material, associated information and all reports specifically produced for, and resulting from, the Commissioned Activity will belong to the Oldham Partnership.

Expressions of Interest should be submitted on the template provided and addressed as below to arrive no later than: **2pm on Friday 15th May 2009**

Private and Confidential
(Ref: HWB PSVOL LAA 03/09)
Shirley Allen
Oldham Partnership Support
Team
2nd Floor
Oldham Business Centre
Cromwell Street
Oldham
OL1 1BB

Programme Specification

Elements of the Activity to be Commissioned	<i>The Health and Well Being Block has no wish to be prescriptive about the approach to delivering this activity. However, it is envisaged that potential Delivery Agents will be required to do the following in formulating their Expressions of Interest.</i>
Public Sector Volunteering Co-ordination	<p>Demonstrate your organisations experience and capacity in managing similar activities including;</p> <ul style="list-style-type: none"> Volunteer recruitment, selection, training and management Best practice and policy setting for volunteer involvement Project management Customer service Reporting and accountability
	<p>The successful provider will work in partnership with People, Communities and Society Directorate where the staff delivering the service will be accommodated within the Capacity Building Team.</p> <p>Provide a detailed description of how you will plan the establishment and delivery of this activity in order to accommodate this partnership arrangement and the necessary shared management arrangements.</p>
	Provide a detailed description of how the service will be delivered – location, approach, scope, work programme etc
	Provide a detailed description of the performance management framework to be used and the anticipated outcomes and outputs
	Provide details of the staff to be deployed and staffing levels – to incorporate job descriptions, person specifications and all appropriate checks as described in the specification
	Detail the basis on which you would refuse to provide a service to a client?
	Provide itemised expenditure details relating to the costs of delivering this activity per year.
	Provide two references

	Provide copies of documents showing £5m public liability insurance and £10m employer's liability insurance, in line with OMBC requirements
	Provide a reference from your bank and a copy of last years accounts.
Partnership Working	<p>The successful Delivery Agent will be expected to co-operate and collaborate, where appropriate, with other Delivery Agents undertaking activity commissioned on behalf of the Oldham Partnership and other agencies.</p> <p>Partnership working arrangements must be specified in the Expression of Interest.</p>
Duration of commissioned Activity	The Commissioned Activity must commence on July 1 st 2009 and end on March 31 st 2011
Prospective Delivery Agents	<p>Only Expressions of Interest with a SINGLE, identified lead Delivery Agent will be considered.</p> <p>Where the lead Delivery Agent wishes to sub-contract part/all of the activity, accountability will remain with the lead Delivery agent.</p> <p>Any proposed sub-contract arrangements must be clearly stated in the application and will be scrutinised by the Assessment Panel.</p>
Deadline for receipt of Expressions of Interest	Potential Delivery Agents are invited to submit Expressions of Interest for undertaking the Commissioned Activity by
Maximum Fee for Delivery of the Commissioned Activity	A total of up to £45,000 per year is available for this activity
Intellectual Property Rights	The intellectual property rights of material, associated information and all reports resulting from this Commissioned Activity will belong to the Oldham Partnership

In formulating applications, potential Delivery agents should bear in mind that the Assessment Panel, which will consider their submissions, will expect to see the following detail:

- Measurable, quantifiable outputs, which demonstrate the effectiveness, scope and scale of the work undertaken.
- A fully costed Expenditure Profile, which demonstrates Value for Money and effective use of financial resources and staff
- A work schedule, which shows clearly how the Commissioned Activity will commence and be completed within the designated time scale
- 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 into account in planning the delivery of the Commissioned Activity.

Expressions of Interest should be received on the template provided. An e-mail version should be sent to: Shirley.Allen@oldham.gov.uk by

In addition, a hand signed, hard copy version of the Expression of Interest should be sent to the address below to arrive no later than. The hard copy should be signed by an official, with the requisite authority, of the organisation concerned.

It is the responsibility of each Potential Delivery Agent to ensure that a signed, hard copy of their Expression of Interest together with two references has been received at Oldham Business Centre before the stated deadline.

Selection Procedure

An Assessment panel will take place on Thursday 21st May 2009

The successful Delivery Agent will subsequently be notified of the outcome and invited to participate in the next stage of the process, (the drawing up of an agreed, Delivery Schedule).

Unsuccessful organisations will be notified in due course.