

# Commissioning Specification

## 1 Introduction and context

The Oldham Partnership has established the Community Engagement Commissioning Group. It is responsible for the implementation of the Community Engagement Strategy and promotion of the awareness of the objectives of the Community Engagement and Community Cohesion Strategies (drafts) of the Oldham Partnership. Its role is to direct all cohesion, engagement and cultural activity and to consider the approval and implementation of work commissioned under Oldham's Local Area Agreement, (LAA)

Oldham Partnership, by deployment of Neighbourhood Renewal Funds (NRF) invested through the Community Engagement Commissioning Group, must achieve measurable performance against the Local Area Agreement's indicators. The Partnership is keen to ensure that all sections of Oldham's communities are capable of engagement in public and voluntary / community services development and community cohesion activity. Collective confidence in robust information is needed to address identified LAA outcomes, (see Appendix A).

Accordingly, **Expressions of Interest** are invited for delivery of the following:

### **Design, Development, Implementation and Promotion of a Searchable Database comprising:**

- 1 **data relating to community-based organisations operating in the administrative area of Oldham Metropolitan Borough Council**
- 2 **data relating to agencies working within, and with, communities of place and communities of interest, (as defined in Appendix B), in Oldham.**

It is anticipated that this work will comprise the following elements:

- A. Assessment and review of relevant, currently held data
- B. Design of a database fit for the required purpose
- C. Collection and collation of relevant data
- D. Review and Analysis of Community Engagement data
- E. Implementation of operational database
- F. Promotion of database

**All elements of the work must be completed by 30<sup>th</sup> September 2007**

Community engagement is very important to the Oldham Partnership in two ways, as part of:

- its community cohesion agenda and its delivery
- its localism agenda and its delivery.<sup>1</sup>

In developing these agendas the Oldham Partnership has embarked on a wide-ranging programme that will change:

- the way in which local services are developed and delivered with more choices being offered without compromising efficiency and at the same time promoting community cohesion
- the nature of relationships between service providers and service users at community and individual levels with community engagement at the heart of these new relationships.

In support of this programme the Community Engagement Commissioning Group is now commissioning a number of activities and specific works needed to meet the relevant Local Area Agreement, (LAA) objectives and to contribute to the delivery of the Community Engagement Strategy. This particular commissioned activity forms part of the programme.

Expressions of Interest should be submitted on the template provided and addressed as below to arrive no later than: **4.00 p.m. on Friday 1<sup>st</sup> June 2007**

Private and Confidential  
(Ref: CE DatabaseExofInt)  
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<sup>1</sup> See the Oldham Partnership website for more details: [www.oldhampartnership.org.uk](http://www.oldhampartnership.org.uk)

## Programme Specification

<b>Elements of the Activity to be Commissioned</b>	<b>Community Engagement Database</b>
<p><b>A.</b> Assessment and review of relevant, currently held data</p>	<p>Assessment of all relevant data including that held by Voluntary Action Oldham (VAO), the information held by Oldhaminfo (Oldham Partnership) and the mapping exercise undertaken in July 2006 by Oldham MBC and the local voluntary sector. This existing data will be provided by the Oldham Partnership.</p> <p>Data will be assessed and reviewed to determine its potential for inclusion in the new database.</p> <p>Gaps in current data will also be identified</p>
<p><b>B.</b> Design of a database fit for the required purpose</p>	<p>In making proposals for the design of the database, potential delivery agencies should ensure that the proposed database will satisfy its primary functions:</p> <ul style="list-style-type: none"> <li>• Oldham Partnership and service providers in Oldham need to be confident that, in developing community engagement mechanisms, they will be able to identify and contact all the organisations representing communities of place and interest. The database needs to be capable of being interrogated to produce sub-sets of organisations sorted by multiple criteria. Some of the criteria of interest are given in a later section.</li> <li>• Oldham Partnership will want to promote community cohesion through engaging communities in service development and other issues by involving different sections of Oldham’s communities with each other, especially those who do not always share views or understand each other’s perspectives. The database needs to allow different groups from different areas or with different interests to be identified for engagement</li> <li>• Oldham Partnership and service providers in Oldham need to be able to identify other agencies working with communities of place and interest, which offer additional or alternative routes to engagement with specific groups. The database needs to be capable of being interrogated to produce sub-sets of agencies sorted by multiple criterion including communities served. Some of the criteria of interest to the Partnership are listed in Appendix</li> </ul>

B

- Oldham Partnership will require the database to be able to provide the basis for identifying gaps in the representation of communities of place and interest in Oldham.
- Oldham Partnership will require the database to be able to provide the basis for assessing the capacity building requirements of community based organisations to enable an appropriately high level of engagement with service providers.
- Oldham Partnership will require the database to be able to provide details of the organisations and agencies undertaking community engagement with concise information on the type and methods of community engagement, examples of recent achievements and the numbers of staff/volunteers involved.
- Oldham Partnership will require the database to be capable of identifying the communities that have been the subject of community engagement. By extension, the Partnership also needs to be able to find out which communities, of place and interest, have not been active in community engagement.

In addition:

- Data will need to be developed and be compatible with the Oldham Partnership's Oldhaminfo. Data provided will need to be capable of ready integration with the Oldhaminfo database.
- The database must be as dynamic as possible, 'open', simple to interrogate and offer Borough-wide access
- The data must be capable of being reviewed annually in an efficient and effective manner at minimum cost to keep the database up to date. The successful Delivery Agent must show how the database would continue beyond the existing available funding

The design of the database is subject to proposals from potential delivery agencies. The database should be capable of being used without specialist support using hardware and software already available to Oldham Partnership through Oldhaminfo.org.

The design will have to be agreed before the work starts and will be subject to a pilot demonstration with a population of at least 150 organisations or agencies.

	<p>The ability to search using a number of criteria, singly and in combination, is vitally important. An initial list of basic criteria is given in Appendix B and potential delivery agencies will be expected to use their general and contextual knowledge to expand this basic list.</p> <p>It is important, too, that searches can be made across the two parts of the database, for example, it might be necessary to identify community organisations and agencies working in one part of Oldham amongst a particular section of the community</p>
<b>C. Collection and collation of relevant new data</b>	<p>Collection and addition of new data on community-based organisations and agencies undertaking community engagement activity to ensure that the database is up-to-date and comprehensive (Evidence of creative and extended new thinking in the collection and management of the required data will be sought)</p>
<b>D. Review and Analysis of Community Engagement data</b>	<p>The Delivery Agent will be required to provide proposals and illustrations of how the database might be used by the Oldham Partnership to identify gaps in representation within Oldham's communities of place and interest</p> <p>Review and analysis of the roles and activities of organisations and agencies undertaking community engagement with concise information on the type and methods of community engagement, examples of recent achievements and the numbers of staff/volunteers involved.</p> <p>Identification of the communities that have been the subject of community engagement and, by extension, which communities of place and interest, have not been active in community engagement.</p>
<b>E. Implementation of operational database</b>	<p>Introduction of the database and commencement of its operation as a practical resource (N.B. The Delivery Agent will also be expected to provide an explanation of how the database can be updated annually at minimum cost and effort and maximum efficiency)</p>
<b>F. Promotion of database</b>	<p>Formulation of proposals for promoting usage of the database as a dynamic resource to all potential interested parties and implementation of the campaign</p>
<b>Partnership Working</b>	<p>The successful Delivery Agent will be expected to cooperate and collaborate, where appropriate, with other Delivery Agents undertaking activity commissioned on behalf of the Oldham Partnership</p>
<b>Duration of programme</b>	<p>Commissioned Activity to be completed between 1<sup>st</sup> June 2007 and 30<sup>th</sup> September 2007</p>
<b>Funding available</b>	<p>Up to £40,000 (Value for money will be taken into account during the assessment of Expressions of Interest received)</p>
<b>Intellectual Property Rights</b>	<p>The intellectual property rights of database material, associated information and all reports resulting from this Commissioned Activity will belong to the Oldham Partnership.</p>

## APPENDIX A

The Community Engagement Commissioning Group has identified the following LAA outcomes and indicators as those to which the Commissioned Activity will contribute in the long term.

Outcomes	Indicators
<b>Safer Stronger Communities</b>	
A – To promote culture and cohesion	Number of adults (aged 16 and above) who participate in performing and visual arts activity across Oldham
	The total number of adults (aged 16 and above) from BME groups who participate in performing and visual arts activity across Oldham
C – To build respect in communities, to reduce crime and the harm caused by illegal drugs and to reassure the public, reducing the fear of crime and anti-social behaviour	To increase the percentage of hate crime victims who say they are satisfied with the service provided by key partners
	Decrease the percentage of people who feel that in their local area, people not treating each other with respect and consideration is a very of fairly big problem
	Decrease the percentage of people who perceive a high level of anti-social behaviour
D – To empower local people to have a greater voice and influence over local decision making and the delivery of services	Number of people who feel that they can influence decisions affecting their local area
	Number of people engaging in (defined) volunteering activity
	Proportion of adults who say that people from different backgrounds get on well in their area: <ul style="list-style-type: none"> <li>• Ethnic background</li> <li>• Social background</li> </ul>
<b>Safer Stronger Communities (Housing)</b>	
C – To empower local people to have a greater voice and influence over local decision making and the delivery of services	Tenant satisfaction with decision making <ul style="list-style-type: none"> <li>• Tenant satisfaction with decision making</li> </ul> Satisfaction of all tenants of council housing with the opportunities for participation in management and decision making in relation to services provided by their landlord Satisfaction of all Registered Social Landlord tenants
E – A more cohesive and integrated community	<b>Engagement</b> Representation of tenants and residents associations both FCHO and RSL) are reflective of the community that they serve
<b>Healthier Communities and Older People</b>	
B – Integrated services to support independence and improved engagement of older people as active citizens	2b) Number of people 50+ who undertake a supportive community role e.g. volunteers engaging in Health and Social Care activities
	2c) Empowering of older people to make a positive contribution to the planning, commissioning and delivery of services
<b>Children and Young People</b>	
D - Young people play a positive role in the community	The percentage of young people aged 13-19 from differing cultures participating in organised activities
	Number of children and young people engaged in community cohesion activities for at least 2 hours per week in term time through “Unity in the Community”

## Appendix B

### **Basic information on all organisations and agencies to be available on the database**

Lead contact person and status / role

Contact details

Organisations (legal) status:

Public sector

Voluntary sector

Community sector

Faith sector

Partnership / network / forum sector

Charitable

Company limited by guarantee

Incorporated / Unincorporated

With / without constitution

With / without management committee

Open membership and elected officers (or not)

Limited membership and elected officers (or not)

Measurements of scale of operation (to be proposed and agreed)

Numbers of paid staff

Numbers of volunteers involved

Examples of key, recent achievements

### **Communities of place and interest: type of community:**

#### **Place**

(for all organisations, groups and agencies)

- Wider than Oldham e.g. regional, national
- Oldham-wide
- Area / townships
- Specific local areas such as tenants and residents associations
- Regeneration: HMR, NDC, SRB, others
- Others

#### **Interest**

##### **People oriented:**

- Age: children, young people, older people
- Gender
- Sexuality
- Lone parents
- Asylum seekers, refugees
- Homeless
- Minority ethnic communities
- Volunteering
- Others

## **Appendix B continued**

### **Support and advice:**

- Substance misuse
- Debt, benefits, welfare
- Offenders, ex-offenders
- Victims of crime
- Language, ESOL,
- Mentoring, counselling
- Others

### **Place: housing and environment**

- Localism mechanisms
- Local action
- Housing, estates, residents, tenants
- Energy
- Transport
- Community safety (1)
- Others

### **Culture, leisure**

- Sport
- Music
- Arts
- Crafts
- Theatre
- Festivals
- Others

### **Health / welfare / safety**

- Mental health
- Patient involvement / support
- Well-being
- Disabilities: physical, senses
- Carers
- Fitness and training
- Community safety (2)
- Crime reduction
- Others

**Education / training / learning**

- Basic skills
- Early years: child development
- Schools related
- Training post 15
- Lifelong learning
- Information technology
- Unemployment
- Others

**Business and enterprise**

- Local business support: business associations
- Town centre management
- Social enterprise
- Others

**Demography of communities represented:**

- Age, gender, ethnic origin
- Others

**Specialist networked representation:**

- Ethnic groups
- Faith affiliations
- Community organisations
- Voluntary organisations
- Others

**Agencies working with and in communities****As above, including sub groupings:**

- People oriented
- Place: housing and environment
- Culture, leisure
- Health / welfare / safety
- Education / training / learning
- Business and enterprise
- Others