

**Shropshire Early Help**

**Workforce Development Phase 1**

**Invitation to Quote – Ref CQCV 268**

**To be returned by 2 May 2022 (midday)**

**1. Context**

The overall aim is to develop a cohesive Early Help offer for Shropshire, embedded within the whole family approach that builds protective factors and family resilience, enabling families to help themselves, reducing expenditure on costly reactive services. Our ambition is that families, particularly those with multiple and complex needs will have access to coordinated Early Help in accordance with need as soon as difficulties are identified.

The offer is personalised, multi-agency and evidence based to support children and young people in Shropshire families to live safe, healthy and fulfilling lives and develop into responsible citizens, thereby breaking the intergenerational cycles of risk and vulnerability. Families will become more resilient and develop capabilities to prevent and resolve problems. Social capital and resilience within communities will be identified and enhanced.

The Early Help offerspans a range of support and services aimed to preventing issues from escalating, across a 0 – 19 age range and up to 25 for children with a disability or special educational need. This is delivered from across the partners and a range of commissioned contracts both of which are designed to meet need e.g., a robust commissioned universal service aimed at delivering key contacts through the Health Child programme via 0 – 25 public health nurses, alongside direct 1:1 family support work with the most vulnerable families, supported by an effective evidence-based parenting programme.

A full training programme helps the Early Help workforce to ensure they can offer the right services at the right time.

**2. Our current position**

Over the last 3 years, an Early Help practitioners and managers programme has been delivered to staff from both the universal and targeted early help services to support service transformation, introducing whole family working and supporting change. New ways of working are continuing to develop in response to changing needs, in partnership with key agencies across the Early Help economy.

**3. An effective Early Help workforce in Shropshire**

As a result of national and local agenda, we know that there is a need for more multi-agency and integrated working across partnerships. There are fewer staff working intensively with small numbers of families and more staff across a wider range of organisations needing to understand how to work effectively with family members to bring about sustainable change. Early Help in Shropshire has the commitment of many agencies working with families. They are prepared to incorporate the whole family approach into their daily work, as they can see the potential benefits. The workforce development offer is available free to staff from agencies and volunteers across Shropshire who work with children, young people and their families.

The workforce development programme will provide partners with the opportunity to upskill staff to

* deliver practical support to a range of clients
* remain outcome focused
* understand underlying issues to support

will benefit families, agencies and provide cost effective interventions.

The current workforce development strategy aims to achieve:

* a more effective and reenergised workforce, especially after the pandemic
* a supportive and open-minded workforce with the ability and energy to bring about change
* more effective case working: less time with cases being stuck/blocked
* a more resilient workforce: able to manage their role and support others
* an ability to meet targets
* improved outcomes for families
* a reduction in families meeting the threshold for level 4 interventions.

**4. What we want to achieve with this project**

The Strengthening Families plan identifies the need to provide the right level of training to all practitioners, including staff from Targeted Early Help Services, health, housing and domestic abuse services, pastoral care teams in schools and voluntary sector partners. The aim is to have a confident, knowledgeable workforce, who can respond to the local need in an appropriate and timely way.

**5. Deliverables of this & timeframe (i.e., targets / milestones)**

**OR what the provider will be responsible for**

|  |  |  |
| --- | --- | --- |
| June 2022 | March 2023 | Project duration |
| September 2022 | October 2023 | Early Help Practitioner Programme – face to face delivery |
| From October 2022 |  | ATHE Level 5 Certificate – Leadership and Management Certificate Working with Children, Individuals and Families 28710 – 4 delegates |
| October 2022 | October 2023 | Staff supervision |
| February 2023 | February 2023 | Trauma Informed Practice and Motivational Interviewing |

**6. Resources & requirements for providers**

Shropshire Strengthening Families will provide:

* Appropriate out of pocket expenses
* A suitable venue for group work and whole group working
* Provide a projector, screen, whiteboard, flip cart, paper and pens
* Cold drinks throughout the day.
* Ensure there is a contract signed by managers, committing to practitioners having the training dates available and time in their work week to complete any tasks, activities, assignments, recording, reflections and to access support from the training provider as identified in the course outline.

**Quotation Process**

* Key dates for this quotation process are set out below:
* Quotation notice issued 12April 2022
* Quotations returned 2 May 2022
* Evaluation of quotes 17 May 2022
* Appointment week ending 20 May 2022
* Contract starts 1 June 2022

A formal quotation must be submitted which provides the following:

* Details of the organisation (including any consortium partners or sub-contracting partners).
* A named contact with whom we can liaise over all aspects of the quotation, contracting and mobilisation process
* Financial details for your organisation including copies of the last 2 years’ audited accounts
* Insurance details – including employer’s and public liability insurance held and the value of cover
* With regard to the General Data Protection Regulation:
  + Confirmation that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects.
  + Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:
    - to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services
    - to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data
    - to ensure that any consent-based processing meets standards of active, informed consent, and that such consents are recorded and auditable
    - to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place)
    - to maintain records of personal data processing activities
    - to regularly test, assess and evaluate the effectiveness of the above measures.
* A statement of how you will provide quality assurance for the service
* Details of relevant experience and skills in delivering similar services including, where applicable, details of who will be carrying out the work and their relevant training, experience and qualifications
* [Details on how you will access and manage volunteers if applicable
* Compliance with appropriate safeguarding processes]
* A description of your approach to outcomes and performance reporting including any added social value you will bring whilst undertaking the work.
* Details of your implementation plan with timetable.
* **Your price quotation including any applicable narrative**
* **A full description of how you will deliver the service in accordance with the specification and the evaluation criteria below, and which will also include management of the service and provision for the health and safety of staff and delegates.**

**Evaluation Criteria**

Proposals will be assessed on the basis of the following quality criteria. In reaching this judgement, the following will be considered:

* we will evaluate your quote using the following criteria: Price 30%; Quality / Method 70%

Shropshire Council reserves the right:

* To determine whether an appointment is made (using the criteria above) based on the proposal submissions alone, or through further competitive interviews if necessary to further inform the decision.
* To not make an appointment.

**Conditions of Contract**

The contract will be between Shropshire Council and the successful provider and will cover the terms for undertaking the service. This contract must be agreed by both parties before any payments are made.

Your quote should be returned by email **by 12.00pm (midday) on 2 May 2022** to:

Julie Duncan, Early Help Workforce Development Officer, Shropshire Council – [julie.duncan@shropshire.gov.uk](mailto:julie.duncan@shropshire.gov.uk)

A copy of the Shropshire Council General Terms and Conditions for the supply of goods, services and works is available to download from the Shropshire Council website: <https://shropshire.gov.uk/media/11932/general-terms-and-conditions.pdf>

The provider will:

* Ensure all training is delivered within the Shropshire context
* Provide highly skilled and suitably qualified trainers who have experience of whole family working
* Provide all appropriate documentation prior to commencement of training
* Provide all required information and support in an agreed and timely manner
* Update the Project Lead regularly on progress
* Provide feedback at the end of each cohort

Your application needs to be specific: it should respond to our situation and our requirements. We reserve the right to reject generic applications. We also reserve the right not to appoint, if quotes do not meet our requirements.

The maximum total funding available for this work will be £20,000 over a ten to twelve month period. We expect potential applicants to provide a competitive quote and to demonstrate value for money.

The contract with the successful provider will be based on the provider’s final quote and a council purchase order. Invoices will need to refer to the purchase order number.

Payment will be made bi-monthly in arrears, subject to receipt of satisfactory invoice by the authorising officer. In this case this is Kay Smallbone, Troubled Families Strategic Coordinator. Invoices should be emailed to [julie.duncanjulie.duncan@shropshire.gov.uk](mailto:julie.duncanjulie.duncan@shropshire.gov.uk) . The council settles invoices within 30 days.

**Next step**

Please complete the attached proposal form and email it to us by 2 May 2022.

Applications will be evaluated and the successful applicant will be notified by 20 May 2022.

[kay.smallbone@shropshire.gov.uk](mailto:kay.smallbone@shropshire.gov.uk) (SC, Troubled Families Strategic Coordinator)

[julie.duncan@shropshire.gov.uk](mailto:julie.duncan@shropshire.gov.uk) (SC, Workforce Development Officer)

For enquiries, contact: Kay Smallbone 01743 251677

Julie Duncan 01743 251621



**Appendix One – Service Specification**

The training needs to be very practical and “hands on” with a focus on building confidence and skills, backed up by an understanding of reflective practice and why approaches work.

The aim is to produce more a confident and competent workforce across the whole early help economy, who can deliver positive and effective support to individuals and families.

Attendees need to learn new skills and strategies and develop greater understanding about their own practice needs and self-development.

|  |  |
| --- | --- |
| Early Help Practitioner  Programme | One face to face cohort should be provided during autumn 2022 for a maximum of 18 practitioners.  The course should develop skills and practice in the following areas over 4 days.   * The role of the Lead Professional * Engagement and Communication * Completing Family Assessment * Developing SMART family plans * Managing Early Help Partnership Meetings * Supporting Families to be resilient, independent and self-reliant. * Developing reflective practice and the use of the reflective log. * Support embedding learning into practice.   The provider will provide e-learning opportunities to support practitioners on the course and a workbook for each attendee. |
| ATHE Level 5 Certificate – Working with Children, Individuals and Families | To provide 9 online live learning training sessions and appropriate assessment for a maximum of 4 participants starting in late autumn 2022.  The course should include:   * A briefing session with learners and managers * Induction session attended by trainers and assessors * Trainer/s to provide up to 9 online live learning sessions * A comprehensive learner resource pack * A reflective log/workbook * Full assessment including registration * Workplace reflections * Marking of all assignments and case studies * Support with portfolio building/admin/transportation * A portfolio & paperwork support session * Monthly Progress Reports * Independent verification from ATHE |
| Trauma Informed Practice and Motivational Interviewing | To provide a face to face 2-day course for practitioners in spring 2023 to provide them with:   * An understanding of trauma informed practice and the principles and values which underpin the approach * The knowledge and basic awareness of motivational interviewing in practice terms. * Access to appropriate e-learning packages, relevant resources and workbook should be provided. |
| Staff Support and Supervision | To provide a 2-day face to face course for team leaders and managers during autumn 2022 that will:   * Enable the manager to identify risks, manage worker stress, develop reflective practice, address worker competence and identify gaps in learning. * Be hands on and interactive and provide tools and example forms to use in practice. * Ensure managers feel more confident and equipped to offer effective formal and informal supervision on completion of the programme. |

**Shropshire Early Help**

**Early Help Workforce Development**

**Information required for invitation to quote**

|  |  |  |
| --- | --- | --- |
| **Provider Information** (insert below heading) | | |
| Name & type of your organisation  (Including registration or charity number) | | |
| Address (Including website) | | |
| Name of contact person | | |
| **Commissioner evaluation** | | |
|  | **Meets our needs?**  Y/N/Partial | **Our comments &**  **Justification for rating** |
| **About your organisation** |  |  |
| **1  Provide evidence that your organisation has the experience & skills for each aspect of section 5 & 7 to complete this project successfully** *(Refer to each requirement):* |  |  |
| **About your proposal** |  |  |
| **2  Describe the practical steps your organisation would take to achieve the outcomes and deliverables of this project.** Your response should demonstrate that you have taken into account the local context Please address each deliverable and add a project action plan with a timeline. |  |  |
| **3A  What is the total amount of funding you are applying for?** |  |  |
| **3B  Describe how you would use the funding to resource and organise the project in terms of time, staff, other resources.**  **Explain how your proposal represents value for money.**    . |  |  |
| **4  Provide names, roles, email addresses and telephone numbers of two references, for whom you have done comparable work.** |  |  |
| **5  Other information in support of your quote**  (including added value)  *(maximum 500 words)*: |  |  |
| Please sign here to validate your quote and to confirm that you have understood and are in a position to meet all the requirements relating to your expression of interest:    Signature    Print name  Date |  |  |