

# **Invitation to Tender Social Value Wording**

A template for incorporating Social Value in tender documentation.

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# Evaluation of Social Value Requirement – Information for Bidders

## Introduction

This section sets out the methodology that Ashfield District Council will follow to evaluate Social Value submissions from Bidders as part of this procurement. Please note Bidders are encouraged to visit the [Help Centre](#), once they have registered, and search for the current guidance to complete a Social Value submission, before submitting their Social Value proposal.

The [Help Centre](#) can be found here: <https://support.socialvalueportal.com/>

Please note that you must have a Social Value Portal account before you will be able to access this. More information on registering on the Social Value Portal can be found in the '[Completing your Social Value Submission](#)' section of this document.

Group training sessions for Bidders ('Social Value for Bidders') are run periodically and can be booked directly via the bookings page at Social Value Portal subject to availability and a defined schedule that is not linked to this specific procurement. Please visit the following link: <https://outlook.office365.com/owa/calendar/SupplierEngagementCalendar@socialvalueportal.com/bookings/s/Cgn2wGzP4EuEEpNVyf3VTQ2>

The successful Bidder will be eligible to attend the 'Social Value for Suppliers' webinar. These group sessions are also not linked to this specific procurement and are subject to availability:

[https://outlook.office365.com/owa/calendar/SupplierEngagementCalendar@socialvalueportal.com/bookings/s/bdz43xs7Y0G1iQ\\_NEh3K3g2](https://outlook.office365.com/owa/calendar/SupplierEngagementCalendar@socialvalueportal.com/bookings/s/bdz43xs7Y0G1iQ_NEh3K3g2)

## Social Value Responses - Overview

Ashfield District Council is committed to a performance and evidence-based approach to Social Value. Based on the Social Value TOM System™ developed by the Social Value Portal, Bidders are required to propose credible targets against which performance (for the successful Bidder) will be monitored. The Social Value measurement framework used in this tender process has been tailored to reflect the specific needs of Ashfield District Council using the TOM System, and Bidders will be able to access it after registering on the Social Value Portal.

[Please note that Ashfield District Council is not prescriptive as to which TOM System measures Bidders can select to set targets as part of their Social Value proposals. Bidders are free to choose those measures that they consider appropriate. However, a key success factor for Bidders will be to demonstrate their ability to deliver against the targets selected, which must be proportional and relevant to their business and this specific contract. Targets will be treated as contractual commitments if the Bidder is successful.]

# Social Value Bid Requirements

## Important notes

- i) **Contract Specific:** Bidders' Social Value proposals must relate to what will be delivered directly as a result of this contract only. Social Value or corporate social responsibility initiatives being delivered as business as usual and/or outside of this contract must not be included in a Bidder's Social Value proposal.
- ii) **Additionality:** The requirements of the contract cannot be included within Social Value targets – Social Value targets must go above and beyond what a supplier is contracted and paid to deliver.
- iii) **Contract Duration:** Care must be taken by Bidders to ensure the target levels they set align with the duration of the contract. Some target units are annualised (notably Full-Time Equivalents or FTEs), so for these measures contract durations of less than one year will require a fraction of a full FTE, while contract durations of longer than one year will require a multiple of a full FTE. Please check the guidance to the TOM System on the Portal for further information.
- iv) **Initial Contract Term only:** Targets must be provided for the initial term of the contract only - i.e. not including any potential extension periods. (If an advertised extension period is confirmed, discussions will take place between client/authority and the successful Bidder on the Social Value commitments going forward.) For example, if the contract you are bidding for has an initial term of 2-years with a potential extension of period of a further year (2+1), you must set your targets against the initial 2-year duration.
- v) **Contractual Obligation:** It is important that Bidders are genuine and confident in their ability to deliver Social Value proposals made, as Ashfield District Council will contractualise these commitments with the winning Bidder which will then be monitored and reported on periodically.
- vi) **Supporting Evidence and discounting:** A Bidder's ability to deliver its Social Value targets will be evaluated as part of the submission, based on the supporting evidence provided. Where Bidders have not correctly followed the guidance provided or where evidence provided is deemed to be inadequate Ashfield District Council reserves the right to correct or discount the relevant qualitative or quantitative element without further clarification.

Clarification may be sought if there is a material and manifest inconsistency in the quantitative or qualitative elements of a Bidder's Social Value offer. Ashfield District Council reserves the right to discount and/or award a score of zero if a Bidder fails to:

- a. respond to clarifications within the time required,
- b. provide an adequate response to support the Social Value claimed for a measure; or
- c. fully meet the evidence requirements for the measure.

If a bidder provides qualitative evidence against a measure that has been discounted the qualitative evidence for that measure will not be taken into consideration.

Bidders are to note that the clarification process is not an opportunity for Bidders to increase, change or negotiate their Social Value proposals.

- vii) **Supply Chain:** Bidders may include, as part of their Social Value submissions, Social Value that can be provided by their sub-contractors in supply chains, specific to this contract. Delivery is expected to be within the definition of Local if it relates to a measure with a local proxy value, otherwise at a National/UK level. To make sure there is no double counting and to provide transparency, bidders should also use the template set out at Appendix B or their own records, to record the Social Value that will be provided by the bidder and Social Value that will be generated by sub-contractors. A separate column should be provided to show the Social Value being offered by each sub-contractor. Failure to supply this information may result in a submission not being accepted. Please note that the winning bidder will be responsible for the delivery, evidencing and reporting of Social Value generated by sub-contractors and any remedies that are applied for non-delivery of Social Value by sub-contractors will be borne by the winning bidder.

Bidders are required to complete the following as part of their tender:

- A** A quantified Social Value Proposal (see '[Quantitative Social Value Proposal](#)' below);  
and  
**B** Evidence describing the Bidder's overall approach to Social Value delivery for the contract and an explanation of how the Social Value being offered will be delivered against each of the measures offered (see '[Qualitative Social Value Proposal](#)' below).

## A. Quantitative Social Value Proposal

Bidders will be provided with online access to a page (the 'Social Value Calculator') on the Social Value Portal with the TOM System that Ashfield District Council is using for this project. Bidders are required to complete and submit a response through the Social Value Calculator on the Social Value Portal, before the deadline set for tender submissions. The completed Calculator will form the basis of the quantitative element of the Social Value submission.

Measures with no Proxy Value (Measures with a proxy value of £0.00)

Bidders should note that any measures in the TOM System Calculator that do not have a proxy value are for recording purposes only and will **not** contribute to the quantitative or qualitative evaluation of this tender. These measures are included in the tender as the Ashfield District Council may request the successful Bidder to report on progress against these measures during the contract term.

How 'local' is defined for the tender

Bidders must ensure that their proposals meet Ashfield District Council's definition of 'Local'. Please read this section carefully.

All targets set by Bidders in the Social Value Calculator must be deliverable in the local area as defined by this procuring authority. For Ashfield District Council 'local' is defined as being within the Ashfield District Council boundary area.

## Local Jobs and TUPE transfers

Bidders must take care to ensure that the targets they set for local jobs are consistent with the Ashfield District Council's requirements as set out in the Ashfield District Council's ITT documentation and calculated correctly based on Full-Time Equivalents (FTEs). Bidders should note that local jobs must be created or sustained directly as a result of this contract only.

## Contract Value

As part of their submission, Bidders are required to input an estimate of the contract value for the full initial contract period, on the Portal. This will not be evaluated as part of the Social Value element of the tender but provides a useful sense check for Bidders and the Authority as to whether Social Value proposals are proportionate to the contract. The figure entered must be consistent with the Bidder's priced proposal and with the Authority's instructions regarding the scope of the contract, including its duration.

### B. Qualitative Social Value Proposal

Bidders must provide evidence in the Target Description box against each Social Value commitment to explain how each commitment will be delivered. Full instructions on entering information on the portal can be found on the [Help Centre](#).

The Bidders' Qualitative Social Value Proposal will consist of the following:

#### (i) Target description box

Bidders must accompany input target figures for specific Social Value measures with a rationale for each Social Value proposal in the Target description Box in the Calculator which demonstrates that they have credible processes in place to deliver what is being offered. The rationale should also specify whether this value will be delivered directly by the Bidder or through its supply chain.

**Please note the Target description box on the Portal has a limit of 1,000 characters. If you need to provide extra information, you will be able to upload a limit of 5 separate documents including your Delivery Plan, if required. Max file size: 2GB. Supported file types: jpg, jpeg, pdf, png, pptx, xls,xlsx, csv, doc, docx, odt, ods. References to websites and external links will not be accepted.**

## Non-compliant Proposals

Please note that if a Bidder either:

- i) Makes quantitative proposals (by setting targets in the Social Value Calculator) but fails to provide any supporting evidence in the relevant Target description boxes on the Social Value Calculator (or through relevant descriptions in a completed Delivery Plan) about how these proposals will be delivered, **OR**
- ii) Makes a qualitative submission (i.e. by entering information in the Target description boxes on the Social Value Calculator (or through completion of a Delivery Plan) but does not make any actual quantitative proposals by setting targets in the Social Value Calculator, then

The Ashfield District Council reserves the right to treat both the Bidder's quantitative and qualitative scores as non-compliant and will be scored 0 (zero).

## Completing your Social Value Submission

The Social Value bid submission must be made via the Social Value Portal. If you do not yet have an account with Social Value Portal, you must use the link below to register – this will register you for a new account, as well as this tender. If you already have Social Value Portal login credentials, simply log in (<https://app.socialvalueportal.com/login>) and use the project reference to register for the tender.

**Please note whilst there is no charge for Tenderers to access the Social Value Portal, for the purpose of responding to this tender, you are unable to use a free-trial account to submit a bid against a tender. You must use the link below to create a new supplier account or enter the project reference within your existing supplier account. Please ensure your Bidder name matches the name you register with on [Nottinghamshire County Council's e-tender portal]**

Name of project: Financial Resilience Project – Ashfield

Project reference: SI0-0000-1NzLZ

Registration link: <https://app.socialvalueportal.com/s/supplierregistration?svpprojectid=SI0-0000-1NzLZ>

Once you have completed your registration, you will receive an email to confirm that you have successfully registered for the tender. The email will include:

- A username, typically in the following format: [firstname.lastname@socialvalueportal.com](mailto:firstname.lastname@socialvalueportal.com)
- A password link which expires within 48 hours of being sent



**Please note:**

- i) If there are any errors or missing pieces of information, you will not be able to register, and a system message will be displayed. For any technical assistance, please email [support@socialvalueportal.com](mailto:support@socialvalueportal.com)
- ii) To reset your password, please use the following link: [Forgot Your Password](https://app.socialvalueportal.com/secur/forgotpassword.jsp?orgId=00D28000000L57N)  
(<https://app.socialvalueportal.com/secur/forgotpassword.jsp?orgId=00D28000000L57N>)
- iii) Please allow at least one working day to receive your login credentials and check the email has not been moved to your spam/junk mail folder

Remember that completing your Social Value submission will require time and preparation, including specific quantified measures with supporting qualitative submissions as required.

Your Social Value response/submission must be undertaken online via the Portal. You can save your work and repeatedly return to progress your submission, but it is not possible to download the content to work on it offline and then reupload.

The deadline for making your final submission through the Portal is the same as the tender deadline. No extensions will be made to deadlines due to any Bidder being unfamiliar with the Portal or allowing insufficient time for uploading and submitting their Social Value documents.

Please ensure that you click 'Submit Bid' after completing your submission before the tender submission deadline. Please allow plenty of time before the deadline; last minute submissions risk not being accepted if there is a lag in the upload.

Any queries/clarifications regarding the Social Value criteria or tender requirements must be directed via [Nottinghamshire County Council's e-tender portal] through the message function.

For any technical support with the Portal, please email the [support@socialvalueportal.com](mailto:support@socialvalueportal.com). The Social Value Portal Support team are available between 09:00 and 17:00, Monday to Friday. Please allow at least **one working day** for responses.

Once you have registered and logged into the Portal, you will also have access to the Social Value Portal Help Centre which includes a series of articles on using the Portal. You can access the Help Centre once you have registered and logged in to the Portal via the 'Help Centre' link in the top right of the Portal.

## Evaluation of Social Value Submissions made by Bidders

The Social Value score has been allocated a maximum of 10% of the overall quality/price matrix for this tender, which will be evaluated using sub-weightings on the following basis:

	<b>Social Value Sub-Weighting</b>	<b>Share of overall quality / price matrix</b>
Social Value Quantitative submission	50%	5%
Social Value Qualitative submission	50%	5%
<b>Total Social Value score</b>	<b>100%</b>	<b>10%</b>



## A. Quantitative Assessment:

The quantitative score will be calculated using the formula below.

The Bidder submitting the highest aggregate target value (after any discounting made as a result of the evaluation) in their Social Value proposal will be scored the maximum available score for the quantitative element of the Social Value scoring, subject to satisfactory evidence being provided to support the proposal.

All other Bidders will be scored in relation to the highest Social Value submission as follows:

$$\frac{\text{Bidder's total Social Value offer}}{\text{Value of the highest Social Value offer from all bidders}} \times X$$

### Worked Example:

If the Quantitative sub-weighting is 4%:

Where Bidder X's quantitative Social Value submission was the highest at £100,000, they receive the maximum 4% available.

Where Bidder Y's quantitative Social Value submission was second highest at £80,000, they score 3.2% (£80k/£100k x 4%)

Where Bidder Z's quantitative Social Value submission was third highest at £40,000, they score 1.6% (£40k/£100k x 4%)

Bidders must note that the information that they submit in the Target description Box and Delivery Plan on the Social Value Calculator will be used in evaluation to verify the quantitative targets submitted and to ensure they meet the parameters set out below.

## B. Qualitative Assessment:

The evidence and, as appropriate, the Delivery Plan information provided about how Social Value offers made will be delivered (Qualitative evidence) will be evaluated using the scoring methodology set out in Table A below. The assessment will be based on an overall assessment of the quality of the proposal, including the Bidder's capacity to deliver Social Value offers made, based on the evidence provided by the Bidder. Please note any information provided through clarification that was not included as part of the original submission will not impact the qualitative scoring.

Table A Qualitative Evaluation Scoring Methodology

Mark	Guidance
0	Answer not supplied
1	Deficient - response insufficient / irrelevant information provided. - Poor explanation/ understanding
2	Limited

	<ul style="list-style-type: none"> <li>- relevant information provided but lacking in some details or response only partially addresses question.</li> <li>- some significant weaknesses</li> </ul>
3	<p>Satisfactory</p> <ul style="list-style-type: none"> <li>- an acceptable response in terms of detail, accuracy and relevance.</li> <li>- minor weaknesses</li> </ul>
4	<p>Comprehensive</p> <ul style="list-style-type: none"> <li>- a comprehensive response in terms of details and relevance.</li> <li>- no material weaknesses</li> </ul>
5	<p>Superior</p> <ul style="list-style-type: none"> <li>- as Comprehensive but to a significantly better degree.</li> <li>- no weaknesses</li> </ul>

Ashfield District Council reserves the right to reject the Social Value submission.

### Total Social Value Score

Bidders will be marked on a combination of their quantitative and qualitative responses. In committing to certain targets, Bidders must provide a realistic and convincing description of how these will be achieved in practice.

The total Social Value score will be derived from the following calculation:

Total Social Value Score = (Quantitative score (%) + Qualitative score (%))

### Clarification of Social Value offers

Ashfield District Council has defined the period when Bidders can ask clarification questions which ends **before** the tender submission deadline. Bidders should refer to the procurement timetable information in the ITT pack.

You are strongly advised to ask any questions as soon as possible and well in advance of the clarification question period deadline. This should include any questions about the Social Value component.

In keeping with good practice, Ashfield District Council will endeavour to evaluate Social Value offers based on the information provided. Bidders should not expect evaluators to seek missing information as a matter of course before determining the score.

During evaluation, Ashfield District Council, at its absolute discretion, require Bidders to clarify certain aspects of their bids in writing.

Clarification may be sought if there is a material and manifest inconsistency in the quantitative or qualitative elements of a Bidder's Social Value offer. This does not apply to circumstances where Bidders have not correctly followed the guidance provided; in this case Ashfield District Council reserves the right to correct or discount the relevant qualitative or quantitative element without further clarification. The clarification process is not an opportunity for Bidders to increase or negotiate their Social Value proposals.

It is therefore essential that Bidders use the guidance available from the [Help Centre](https://support.socialvalueportal.com/) (<https://support.socialvalueportal.com/>) and seek additional guidance from Ashfield District Council ahead of the clarification deadline.

Ashfield District Council reserves the right to discount and award a score of zero if a Bidder fails to respond within the time required, or to provide an adequate response to support the Social Value claim for a measure.

Bidders should note that Social Value targets set by Bidders will be treated by the procuring authority as contractual commitments if the Bidder is successful, and Bidders will be expected to report regularly on delivery against these targets as part of contract management, using the Social Value Portal.

There may be genuine and justifiable reasons for the non-delivery of a Social Value offer from the winning contractor. In these circumstances Ashfield District Council will initially seek to engage with the winning contractor to determine what issues are impeding Social Value delivery. It will expect the winning Bidder to have a coherent rectification strategy. This could include other Social Value proposals to an equivalent £ Social Value figure, if these also meet the Name of Authority's criteria.

## Social Value Management Fee:

There is no charge for Tenderers to access the Social Value Portal for the purpose of responding to this tender.

There is a charge, however, for the successful Tenderer(s) who is/are subsequently awarded the contract based on the fees (excluding VAT) listed below:

**[SVA or SAM to insert Buyers Fee Structure - SVA/SAM to insert agreed fee structure. Once inserted, if different fees for SVP Eval and Self Eval, these should be highlighted in yellow for the buyer to select the appropriate option per tender/contract.]**

<b>Example Buyer Fee Structure</b>		
<b>SVP completes evaluation and contract management support</b>		
<b>Contract Value</b>	<b>Year 1 Annual Fees</b>	<b>Year 2+ Annual Fees</b>
<£250k	£750	£500
£250k - £3.35m	0.20%	0.15%
> £3.35m	£7,500	£5,000

### **[Option 1: If there is a confirmed contract value or spend]**

The fee is paid annually in advance of each year of the contract, with payment terms being 30 days from date of invoice. When contract length is between 13-18months, 25-30 months etc, fees will be charged on a pro-rata basis each for each month of the contract that exceeds the

initial yearly period(s), paid annually in advance. When contract length is between 19-23 months, 31-35 months etc, fees will be rounded up to the next full yearly period(s), paid annually in advance.

**[Option 2: If there is no confirmed contract value or spend or a concession agreement]**

At the end of each Framework year the successful tenderer(s) will be invoiced directly by Social Value Portal (SVP) for the management fee. The management fee will be payable in arrears, based on the total value of all call-offs awarded (excluding VAT) to a tenderer, per lot, under the Framework during that year. (excluding VAT).

Please Note: FRAMEWORKS WITH MULTIPLE LOTS ARE CHARGED PER LOT AS SEPARATE PROJECTS. Even if multiple lots are won by the same supplier an invoice per lot will be due

The successful Bidder will be required to contract directly with the Social Value Portal who will provide the following services to the supplier

- Online account with Social Value Portal to allow contract management and project reporting account
- Access to Help Centre and resource 24/7
- Access to our group webinars
- Technical support with data entry (e.g. access and functionality issues)
- Confirmation of evidence required to satisfy requirements
- Quarterly reports showing progress against targets
- End of project summary report and case study

The successful supplier will be invoiced directly by The Social Value Portal (SVP) and will be responsible under the terms of the contract for payment directly to SVP. By participating in the tender process, the supplier confirms their agreement with Social Value Portal terms and conditions as outlined [here](#).

# Appendix A – Sample SVP Letter of Engagement

"Hello **First Name**,

We have received confirmation from **[procuring authority name]** that you have successfully won the following contract. Congratulations!

**[name of contract]**

As explained in the tender documentation, you will need to add your Social Value delivery data using Social Value Portal and there will be a fee that you will have to pay.

**Please click here to provide the required information.**

**What happens next?**

Once you have filled in the form above, you will be invoiced by Social Value Portal and your Portal account will be upgraded to include:

1. Review and validation of delivery data
2. Quarterly reporting on the contract
3. Measured progress against targets
4. An end of project summary report

The procuring authority might arrange for an engagement session but if you would like to learn more about how you will be adding data to the Portal, you can book your place in one of our recurring Social Value for Suppliers webinars by clicking [here](#)

**I have another question, who do I contact?**

Depending on the question you have, please refer to the following list:

Contract value or fee

Technical issues

Invoicing

Contact the procuring authority

Email: [support@socialvalueportal.com](mailto:support@socialvalueportal.com)

Email: [accounts@socialvalueportal.com](mailto:accounts@socialvalueportal.com)

Kind regards,

Contract Management"

# Appendix B – Delivery Plan & Supply Chain Delivery Template

## Delivery Plan (when required)

Your delivery plan should be submitted as one document which explains your overall approach to delivery of the Social Value offer on this contract.

As outlined in the tender documentation a word limit of **1,000 words (excluding diagrams and tables)** applies to the Delivery Plan and the procuring authority reserves the right to only include up to and including that word limit for the purposes of the evaluation of Social Value. The word count should be included at the end of the delivery plan.

<p><b>1. The job title/role that will be responsible for delivery of the Social Value submission, details of how Social Value delivery will be managed and resources that will be deployed.</b></p> <p>1. Response to be added here.</p>
<p><b>2. Proposed timeline for delivering the Social Value submission.</b></p> <p>2. Response to be added here, preferably an indicative timeline per measure supported by Appendix B Supply Chain Delivery.</p>
<p><b>3. Internal processes and escalation points if something goes wrong.</b></p> <p>3. Response to be added here, outlining how any sub-standard or potential non-delivery of offers made, will be addressed and corrected.</p>
<p><b>4. Processes for engagement and collaboration with relevant local stakeholders, including Voluntary Community and Social Enterprises (VCSEs) in the delivery of Social Value. (Where applicable).</b></p> <p>4. Response to be added here including key stakeholders needed to support the plan and outlines of plans for the early phases of engagement.</p>

## Social Value Offered by Supply Chain (if applicable)

Tenderers are to set out the Social Value they are offering as part of their tender submission. Tenderers are to set out the split between the Social Value they will be offering directly and Social Value that will be provided through the supply chain. Tenderers are to complete a separate column for each sub-contractor that will be providing Social Value. Please insert additional columns for any additional sub-contractors in your supply chain that will be providing Social Value.

Tenderers are to note that the total number of units offered against each measure (column 7 in the Table below) must equal the Social Value figure inserted against that measure on the Portal.

TOM System measure Ref	SV offer by main contractor (tenderer)	SV offer by [insert sub-contractor name]*	Total SV offered for each Measure
Example:  NT10 (no. weeks apprenticeships)	68	52	120

\*Please insert extra columns if you will be engaging additional sub-contractors







This is the Successful Supplier's tender response documentation referred to in

an Agreement made .....

between the Ashfield ~~Nottingham~~ District Council and Citizens .....

Advice Central Nottinghamshire for the provision of The  
Financial Resilience Project - Ashfield .....

SBAMEZ Director x SBAMEZ ✓

x  x

## Part 6 - Supplier Details

Name of legal entity or sole-trader	
Unique name of legal entity or name of individual	Citizens Advice Central Nottinghamshire
Trading Name (if different to above)	
Contact Details in relation to this invitation to quote	
Title	Mr
Forename	Neil
Family name	Clurow
Job title	Impact and Evaluation Manager
E-mail	neil.clurow@ca-centralhotts.org.uk
Telephone no.	07434626307
Address line 1	Library and Information Centre
Address line 2	Wellington Place
Address line 3	
Town	Eastwood
County	Nottinghamshire
Post Code	NG16 3GB
Company registration numbers (Where applicable)	
Registration number with Companies House	3618859
Registration number with equivalent body (e.g. FCA)	617558
Charity registration number	1077828
VAT registration number	N/A
Company Structure	
Type of organisation (e.g. PLC, Ltd, LLP, CIC, IPS; Other partnership; Sole trader)	Ltd
Size of organisation: Please state total number of employees (including directors and part-time staff)	52

Type of insurance	Minimum required:	Supplier's standard level of indemnity:
Employers' liability	£10,000,000	Currently £5,000,000 (we will increase to £10,000,000 at renewal on 10th June 2025 or sooner if required)
Public liability	£5,000,000	£10,000,000



Professional Indemnity	£2,000,000	£10,000,000
------------------------	------------	-------------

Please confirm whether you already have or can commit to obtain prior to the commencement of the contract, the levels of insurance cover indicated above. If there is likely to be an issue with obtaining these levels, or you believe them to be excessive for the requirement, please contact us via the portal before the stated deadline date.

## Part 7 - Supplier Declaration

I/We understand you are not bound to accept the lowest or any quote you may receive, and you will not pay any expenses incurred by us in connection with the preparation and submission of this quote.

Unless and until a formal Contract is prepared and executed this quote together with your written acceptance thereof shall constitute a binding Contract between us.

I/We confirm that this quote will be held open for a period of not less than 30 days.

Signature: \_\_\_\_\_

*NAW*

*Duly authorised agent of the supplier*

Position held: Impact and Evaluation Manager

Dated: 24<sup>th</sup> April 2025



# **Invitation to Tender**

for the provision of

## **The Financial Resilience Project – Ashfield**

### **Specification**

**Ref: ADCPS1**

Published Date: 14<sup>th</sup> April 2025

Return Date: 2<sup>nd</sup> May 2025

Return Time: 12:00hrs GMT



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## Section 1: Details of Requirement

### 2.1 Background

- 2.1.1** The primary goal of the UK Shared Prosperity Fund is to build pride in place and increase life chances – Levelling Up White Paper missions, particularly:

'By 2030, pride in place, such as people's satisfaction with their town centre and engagement in local culture and community, will have risen, with the gap between the top performing and other areas closing.'

Recognising the acute challenges town centres and communities have faced during the pandemic, this Fund will improve the places people live in, and support individuals and businesses. It will drive noticeable improvements that matter to local communities, foster local pride in place and increase life chances including health outcomes, supporting high quality skills training, supporting pay, employment, and productivity growth by:

- Boosting productivity, pay, jobs and living standards by growing the private sector.
- Spreading opportunities and boosting public services
- Restoring a sense of community, local pride and belonging
- Empowering local leaders and communities

- 2.1.2** Ashfield District Council has received **£1,305,176. (which will be made up of: Capital £571,831 and Revenue £733,346)** to be spent between April 2025-March 2026.

The UK Shared Prosperity Fund is split into three priority investment areas:

#### 1. Communities and Place

- a) Healthy, Safe and Inclusive Communities: Improving health and wellbeing, reducing crime and the fear of crime, bringing communities together and tackling homelessness.
- b) Thriving Places: development of the visitor economy, high streets and town centre improvements.

#### 2. Supporting Local Business

- a) advice and support to business, enterprise culture and start-up support, as well as business sites and premises.

#### 3. People and Skills

- a) Employability: supporting people, including economically inactive, to progress towards and into sustained employment and support for young people who are at risk of becoming NEET.
- b) Essential skills (including numeracy, literacy, ESOL and digital) and employment related skills.

2.1.3 A proportion of the allocation (£32,609) will be spent on a Financial Resilience - Ashfield project, which fits within the **Community and Place** theme of the UK Shared Prosperity Fund.

2.1.4 ADC is an ambitious council and the Corporate Plan 2023-27, sets out our plan to build a great Ashfield.

An important part within the Economic Growth and Place priority is to enhance financial resilience skills and raise aspirations by:

- Realigning skills development through delivery of the Education and Skills Improvement Plan

2.1.5 Ashfield's Education and Skills Improvement Plan (2022-2031):

**Vision:**

**By 2031, Ashfield will have a high quality, local education and skills offer that is accessible and responsive to resident and employer needs. This offer will support all residents to build resilience and develop valuable workplace skills for a strong local economy now and in the future.**

The lifetime of the Education and Skills Improvement Plan is for 10 years, where key objectives are identified.

**Education and Skills Improvement Plan themes and key outcomes linking to Financial Resilience skills within the Ashfield District:**

Talent Attraction and Retention

- Higher employment, reduced unemployment and reduced economic inactivity residents.
- Increased qualification levels
- Improved key stage 4-5 destinations (percentage in sustained education/apprenticeship/employment by level)

Skills to Meet Demand

- Young people employment/unemployment rate, young people sustainable employment rate.

- Reduced “Not in Education, Employment or Training (NEET)” data and “Not Known” data.
- Improved healthy life expectancy (proportion of life spent in good health)
- improved employment rate for residents aged 50+

**At the end of the 10-year plan:**

- Reduce claimant count, economic inactivity, and no qualification percentage.
- Increase NVQ Level 3 or above figures.
- Increase average salary from £29,589, in 2023, to higher than the average salary for the East Midlands, which is currently £31,634.
- Link: <https://www.ashfield.gov.uk/your-council/strategies-plans-policies/education-and-skills-improvement-plan/>

**2.2 Project Description / Summary:**

**Community and Place theme: Ashfield Financial Resilience project:**

- 2.2.1** Ashfield’s Financial Resilience project will work proactively with people and households within the Ashfield district, who are financially excluded at the earliest point to keep them out of crisis and increase long-term financial resilience in areas such as increasing income, reducing spending, improving budgeting, building a safety net and protecting assets.
- 2.2.2** Supporting people in this way contributes to the district’s skills and wellbeing strategies (linking in with the “Improved Green Skills” and “Reduced Economic Inactivity” performance indicators), also reducing the need for households to seek statutory intervention.
- 2.2.3** The Provider will lead on the facilitation and teaching of Financial Resilience sessions (1-2-1 and groups) within venues across the Ashfield district.

Titles of sessions could include:

- Budgeting skills
- Support with benefits, employment and skills.
- Debt management
- Understanding household bills
- Energy efficiency skills
- Understanding pensions, savings and protecting assets like home ownership.
- Understanding banking and interest rates.

- 2.2.4** According to Indices of Multiple Deprivation (IMD) data 2019, Ashfield is ranked as the 68th most deprived district out of 354. The Leamington Ward, Sutton in Ashfield, is the most deprived area within the District. The Ashfield's ward, Sutton in Ashfield, is the least deprived.
- 2.2.5** The Financial Resilience – Ashfield project will focus on community engagement within Ashfield's most deprived communities, and will therefore be based in outreach venues within these four wards;
- Leamington & Sutton Central
  - Carsic
  - Greenwood & Summit
  - New Cross

Link to Ashfield Ward Maps: <https://www.ashfield.gov.uk/community-leisure/maps/>

- 2.2.6** The project is accessible for all adult residents aged 16+ in the Ashfield district, but the Provider have physical presence within the four ward areas that are highlighted in **Clause 2.2.5**.
- 2.2.7** The Provider will work in collaboration with education, employment, and skills providers that can help residents remove barriers, increase their skill levels, and move into sustainable employment.
- 2.2.8** It is key that the Provider can map out a personalised journey and will complete a participation form and an action plan for each resident that accesses the programme.
- 2.2.9** After first intervention, the Provider must provide personalised support to each participant in order to help them progress into sustainable employment or learning.

Outcome targets that the Provider must achieve are highlighted within **Clause 2.5.5** of this tender specification.

- 2.2.10** The Provider will be required to promote the "Ashfield Career Boost" web-based portal on the Ashfield District Council website to participants and ensure the participants are using this as the centralised website for local skills and employment opportunities:

<https://www.ashfield.gov.uk/business-licensing/career-boost/>

Contract bidders must outline in the tender their plans to promote the web-based portal throughout the delivery of the project.

- 2.2.11** Contract bidders must provide a budgeting strategy for the lifetime of the project and must include any match funding / additional funding streams that will be added to the project cost.



A Budgeting strategy is a breakdown of costs required to deliver the project and to meet the minimum outputs and outcomes. This should include labour costs, overheads, management costs, marketing costs, equipment purchases, and venue hire.

Several examples of cost breakdowns can be found in **Clause 2.8**

There is a requirement and expectation that the delivery organisation will need to be flexible and receptive to changing priorities and economic conditions.

- 2.2.12** No equipment will be provided by the Council. It is the expectation that all equipment required to deliver the service will be provided by the service provider for use by their staff.

Access to premises for working in, hosting workshops etc in local areas owned by the Council including council offices will be permitted by arrangement and depending on availability.

There is currently no Wi-Fi available in some of the Ashfield District Council community centres so digital infrastructure is limited. The Provider is not to rely on Council facilities being available for the purpose of delivery as there are competing uses for these venues and therefore should make the relevant allowances.

### **2.3 Health and safety:**

- 2.3.1** The provider shall promptly notify the Council or third-party provider of any health and safety hazards, which may arise or exist at the Council or Providers Premises in connection with the performance of the agreement. The Council shall promptly attend to any health and safety hazards that may exist or arise at their premises that may affect the Provider in the performance of the agreement.
- 2.3.2** While on Council premises or any third-party premises, the Provider shall comply with any health and safety measures implemented by the Council or the owner of the third- party premises in respect of staff and other persons working on the Council or third -party premises.
- 2.3.3** The Provider shall notify the Council immediately in the event of any incident occurring in the performance of the agreement on Council premises or third-party premises where that incident causes any personal injury or damage to property that could give rise to personal injury.
- 2.3.4** The Provider shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations, and codes of practice relating to health and safety, which may apply to staff and other persons working on the Council premises or any third-party premises in the performance of the agreement.
- 2.3.5** The Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to Ashfield District Council on request. In addition to this, the following legislation where relating to assisting and moving: Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002) The Management of Health and Safety at Work Regulations 1999. Lifting Operations and Lifting Equipment Regulations 1998 and Provision and Use of Work Equipment Regulations 1998 (PUWER).

## 2.4 Due Diligence:

- 2.4.1** Financial Due Diligence checks will be undertaken on tenderers and may exclude applicants from further consideration. These checks will include assessment of the applicant's financial standing including ability to deal with cost overruns, the ability to cash flow a project in arrears and absorb a financial irregularity.
- 2.4.2** Applicants must be legally constituted and if the application is approved the applicant organisation will enter into a legally binding Funding agreement and therefore will carry the liability for ensuring that the terms and conditions of the funding agreement are met.
- 2.4.3** The provider will be expected to deliver a minimum of 50% of the support directly. The remainder can be subcontracted by the provider if required but when choosing subcontractors, preference should be given to a Nottinghamshire based provider where possible.

## 2.5 Outputs & Outcomes

- 2.5.1** An indicative set of contract key performance indicators are proposed for the project. The project contract will be monitored against **minimum** targets required to be met by the project deliverer over the contract term.
- 2.5.2** The Provider will be required to deliver full performance outputs / outcomes during June 2025-March 2026.
- 2.5.3** A **Minimum** of 295 clients will participate on the project (OP17 – Number of people reached).
- 2.5.4** To be eligible under the scheme, participants need to:
- Be over 16 years of age
  - Live in the Ashfield district.
- 2.5.5** The indicative set of output and outcome step proposals for the project are:

Output Description	Minimum Output Target Required
<ul style="list-style-type: none"> <li>OP12 - Number of local events or activities supported</li> </ul>	5
<ul style="list-style-type: none"> <li>OP14 - Number of economically inactive people engaging with keyworker support services</li> </ul>	150
<ul style="list-style-type: none"> <li>OP15 - Number of people participating in adult numeracy provision</li> </ul>	12
<ul style="list-style-type: none"> <li>OP16 - Number of adults participating in maths qualifications and courses up to, and including, Level 2 equivalent (numerical value)</li> </ul>	6



<ul style="list-style-type: none"> <li>OP18 - Number of people receiving support to gain employment.</li> </ul>	18
<ul style="list-style-type: none"> <li>OP 21 - Number of people supported to access basic skills courses.</li> </ul>	37
<ul style="list-style-type: none"> <li>OP22 - Number of people supported to participate in education</li> </ul>	12
<ul style="list-style-type: none"> <li>OP23 - Number of households receiving support</li> </ul>	150
<ul style="list-style-type: none"> <li>OP24 - Number of households supported to take up energy efficiency measures</li> </ul>	18
<ul style="list-style-type: none"> <li>OP27 - Number of volunteering opportunities supported</li> </ul>	6

Outcome Description	Minimum Outcome Target Required
<ul style="list-style-type: none"> <li>OC9 - Jobs safeguarded as a result of support</li> </ul>	10
<ul style="list-style-type: none"> <li>OC18 - Improved engagement numbers</li> </ul>	75
<ul style="list-style-type: none"> <li>OC20 - Number of people in employment, including self-employment, following support</li> </ul>	15
<ul style="list-style-type: none"> <li>OC21 - Number of people sustaining employment for 6 months</li> </ul>	2
<ul style="list-style-type: none"> <li>OC22 - Number of people in education/training following support</li> </ul>	10
<ul style="list-style-type: none"> <li>OC23 - Number of people with basic skills following support</li> </ul>	50
<ul style="list-style-type: none"> <li>OC24 - People gaining a qualification or completing a course following support</li> </ul>	20
<ul style="list-style-type: none"> <li>OC26 - Number of people reporting increased employability through development of interpersonal skills funded by UKSPF</li> </ul>	40
<ul style="list-style-type: none"> <li>OC27 - Estimated carbon dioxide equivalent reductions as a result of support</li> </ul>	20

<ul style="list-style-type: none"> <li>OC31 - Number of referrals to external employment and skills programmes (10%).</li> </ul>	29
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There is a requirement and expectation that the delivery organisation will need to be flexible and receptive to changing priorities and economic conditions.

**2.5.6** Contract bidders must include the evidence that they could supply against the mandatory outputs / outcomes (to be agreed with Ashfield District Council in the pre contract meeting if the application is successful).

Evidence could come from **Clause 2.7.9**

**2.5.7** Contract bidders are to submit their proposed evidencing by completing the evidencing columns (output and outcome indicator tabs) within the enclosed document:

**See Appendix B - Output & Outcome (which includes Unit of Measurements, and Definitions) evidencing**

## **2.6 Project Programme:**

**2.6.1** It is anticipated that the required programme will be as follows:

- Invitation to Tender document out – Monday 14<sup>th</sup> April 2025
- Deadline for potential provider clarification questions – Friday 25<sup>th</sup> April 2025 at 12:00 hours GMT
- Return date deadline – Friday 2<sup>nd</sup> May 2025 at 12:00hrs GMT.
- Offer letter – Monday 12<sup>th</sup> May 2025 at 17:00hrs GMT.
- Pre-start meeting – Friday 16<sup>th</sup> May 2025
- Contract Award – Friday 23<sup>rd</sup> May 2025 at 17:00hrs GMT.
- Commencement meeting – Thursday 29<sup>th</sup> May 2025
- Delivery to commence – Monday 2<sup>nd</sup> June 2025
- Progress meetings – quarterly.
- Performance reports - monthly
- Delivery Programme end date – Tuesday 31<sup>st</sup> March 2026

## **2.7 Project progress:**

**2.7.1** A monitoring and reporting process will be in place and the Provider will be required to submit monthly progress reports and undertake quarterly review meetings with Ashfield District Council

**2.7.2** The Progress Report will detail the following information:

- Summary of activities undertaken in relation to each Work Package.
- Progress towards completion of each Work Package
- Any deviance from agreed Work Plan for the period
- Proposed Work Plan for following period.
- Cost of work completed.

- Demographics, capturing information as per Ashfield District Council's People and Skills Investment Privacy Notice
- Outputs and outcomes achieved to date.
- Quarterly case studies – in both text and video format.

- 2.7.3** If the Provider is underperforming during any stage of the project, then they will work with Ashfield District Council on the development of an Action Plan, which identifies methods to improve performance within an agreed timeframe and to meet identified Key Performance Indicators (KPI's)
- 2.7.4** Ashfield District Council reserves the right to clawback UKSPF budget for the project and withdraw the Providers contract if performance measures are still not met after the successful creation of an Action Plan.
- 2.7.5** Applicants will need to indicate that they are able to deliver the expected level of outputs and outcomes. This will form the basis of the Key Performance Indicators which will be used to monitor delivery for the life of the agreement.
- 2.7.6** Management of the contract will ensure the outputs and outcomes agreed are delivered by Providers or partners and that non-compliance or variation is identified early, and risks are managed.
- 2.7.7** Progress towards output, outcome and financial targets will be reviewed with the Provider on a regular basis to examine delivery against planned outcomes/outputs to ensuring there is no slippage.
- 2.7.8** If sufficient progress is not being made, the Council may request that the Provider produces an action plan to rectify any shortfalls. Progress may then be reviewed more closely until satisfactory improvement towards the targets can be demonstrated. The overall achievements against targets will be reviewed at the end of the financial year and early termination may be actioned as a final resort.
- 2.7.9** Monitoring reports should be accompanied by sufficient evidence. Further evidence may be requested to support monitoring reports and at review meetings. Evidence will include, but is not limited to, the following for the main delivery organisation and any sub-contractors:
- Signed enrolment forms and action plans of individuals that have participated on the programme.
  - Evidence of referrals being made to employment and skills provision (eg emails, appointment letters)
  - evidence of attendance; record of support provided; record of referral or signposting.
  - Evidence of expenditure and defrayal: purchase orders, invoices, bank statement, staff timesheets, salary run, payslips, bank statements showing defrayal.
  - Procurement: evidence to demonstrate appropriate processes have been followed according to procurement guidelines: quotes, tender documents, appraisal, and confirmation documents
  - Marketing: copies of materials and associated costs

**2.7.10** Towards the end of the contract, the Provider must produce a draft evaluation report for Ashfield District Council to review. The report will capture the following information:

- Contract end performance
- Achievements
- Lessons Learned
- Demographics
- Partner and Participant Case Studies
- Conclusion

## Charging and Payments

### 2.8 Charging:

Funds can be used to contribute to the costs of ongoing operational expenses required in the running of the programme, including:

- **Overheads and managements costs** - this should include a proportion of time of management staff, legal and accounting costs, fixed building costs, insurance etc – anything the provider has that is not directly related to the delivery of this project but supports the organisation to function.
- **Delivery costs** – staff salary costs (including Employer NI & Pension contributions) for staff working directly on delivery of the project, staffing costs including travel for direct delivery on the project, marketing costs, venue hire for events, Consultancy and Contractor Costs, evaluation costs etc
- **Small items of equipment**
- **Marketing and publicity costs\***

\*There is an expectation that the successful applicant will work closely with the Council's Communications Teams to develop and get sign off for all promotional resources and events e.g., programme/project promotion, launch events, celebration events, etc.

Revenue funds **cannot** be used to contribute to the following costs:

- paid for lobbying, entertaining, petitioning or challenging decisions, which means using the Fund to lobby (via an external firm or in-house staff) to undertake activities intended to influence or attempt to influence Parliament, government or political activity including the receipt of UKSPF funding; or attempting to influence legislative or regulatory action.
- payments for activities of a party political or exclusively religious nature
- VAT reclaimable from HMRC
- gifts, or payments for gifts or donations
- statutory fines, criminal fines or penalties
- payments for works or activities which the lead local authority, project deliverer, end beneficiary, or any member of their partnership has a statutory duty to undertake, or that are fully funded by other sources.
- contingencies and contingent liabilities
- dividends
- bad debts, costs resulting from the deferral of payments to creditors, or winding up a company.
- expenses in respect of litigation, unfair dismissal or other compensation



- costs incurred by individuals in setting up and contributing towards private pension schemes.

## **2.9 Funding:**

Funding amount of £32,609 has been allocated for project, which fits within the **Community and Place** theme of the UK Shared Prosperity Fund.

The provider will be responsible for meeting any costs over and above the Council's UKPSF allocations including any potential cost over runs and the underwriting of any funding contributions from third parties.

No funding will be provided for any activity after 31 March 2026.

Providers must have spent all agreed funding and be able to evidence defrayal within the 2025-2026 accounts by the end of the funding period, 31 March 2026.

Providers shall promptly repay to the Council any money incorrectly paid for any reason. This includes (without limitation) situations where either an incorrect sum of money has been paid or where Grant monies have been paid in error before all conditions attaching to the Grant have been complied with by the Provider.

Any clawback of funding from Government for ineligible activity, outputs or outcomes will be passed on to the Provider.

There is the potential of additional funds being allocated towards the project in order to deliver additional outputs and outcomes. The provider will be expected to accept the additional funding and deliver as per the contract variation that will be agreed between Ashfield District Council and the Provider.

## **2.10 Match Funding**

There is no specific requirement for match funding. If a provider can demonstrate some level of match however this will be considered as part of the bid as a whole, this can be in financial or resource support.

## **2.11 Payment**

Payments will be made quarterly in arrears following an acceptable quarterly review. The Provider will be expected to submit a quarterly claim for costs incurred for all work completed during the preceding quarter. Claims should be backed by appropriate evidence. Claims will be reviewed, and payments agreed at the review meeting and released by the individual districts within 30 days of receipt of the Providers invoice. Any clawback of funding from Government will be passed on to the Provider.

## **2.12 Roles and Responsibilities**

**2.12.1** The Provider will report directly to Christine Sarris, Assistant Director of Planning, Ashfield District Council, or nominated officer as required.

Client Lead: [Nathan.McNicholas@ashfield.gov.uk](mailto:Nathan.McNicholas@ashfield.gov.uk) (01623) 457391

## 2.13 The Appointment

2.13.1 The Provider will be required to complete the following:

- Delivery of the output and outcomes as listed in **Clause 2.5**
- Submission of monthly performance reports and demographic reports.
- Attend quarterly review meetings and undertake agreed action

## Section 2: Background information

The following reference documents are suggested for information but are not an exhaustive list.

- <https://democracy.ashfield.gov.uk/documents/s27646/Enc.%201%20for%20Corporate%20Plan%20Refresh%202023-2027.pdf> - Corporate Plan for Ashfield 2023-2027
- <https://www.ashfield.gov.uk/your-council/strategies-plans-policies/education-and-skills-improvement-plan/> - Education and Skills Improvement Plan for Ashfield (2022-2031)
- <https://www.ashfield.gov.uk/media/gwsjzwt0/health-and-wellbeing-strategy-2021-2025-a11y.pdf> - Be Healthy, Be Happy: Ashfield Health and Wellbeing Partnership Strategy (2021-2025)
- <https://www.ashfield.gov.uk/business-licensing/career-boost/> - Ashfield Career Boost web-based portal.
- <https://www.ashfield.gov.uk/business-licensing/regeneration-and-funding/> - Regeneration and Funding in Ashfield
- <https://plan.nottinghamshire.gov.uk/> - Nottinghamshire County Council Delivery Plan 2021-2031
- <http://discoverashfield.co.uk/> - Discover Ashfield website.
- <https://www.nomisweb.co.uk/reports/lmp/la/1946157162/report.aspx> - State of District report for Ashfield
- <https://www.ashfield.gov.uk/your-council/financial-information/procurement/> - Ashfield District Council procurement including Social Value
- <https://www.ons.gov.uk/census/maps?lad=E07000170> – Census 2021 map for Ashfield
- <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/uk-shared-prosperity-fund-2025-26-technical-note> - UK Shared Prosperity Fund 2025 – 26: Technical Note
- <https://www.gov.uk/government/publications/adult-skills-fund-funding-rules-for-2024-to-2025> - Adult Skills Fund (ASF) Funding rules 2024-2025



## Ashfield Financial Resilience Project Tender Reference: DN771481

### Proposal Document (1,432 words excludes pricing response on page 5)

This tender has been developed to directly respond to the Council's priorities for UKSPF and specifically Communities and Place. Our Financial Resilience Programme has been extensively tested and delivered in Broxtowe to work proactively with people and households within the, who are financially excluded at the earliest point to keep them out of crisis and increase long-term financial resilience in areas such as increasing income, reducing spending, improving budgeting, building a safety net and protecting assets and we are now in a position to mirror this service in Ashfield. We shall name the programme Financial Resilience Ashfield (referred to as 'The Programme').

More specifically, we have designed ways of working to achieve equality of outcome for those who present to our organisation facing economic inequality. Based on a Theory of Change. It provides proactive support to individuals and households with an action plan for all aspects of income, spending and assets. Individual action plans allow us to map out a personalised journey for each resident that accesses the programme. This model tackles the whole range of financial resilience with individual plans to include:

**Income:** support with benefits, employment and skills.

**Spending:** Financial capability and budgeting (that includes understanding bills and energy pricing), digital exclusion, managing debts and understanding banking and interest rates, scams awareness, housing, fuel poverty and home energy efficiency.

**Assets:** Understanding pensions, savings and protecting assets like home ownership.

This list is not an exhaustive list and much like Individual Placement Support (IPS) the action plans are very much based on individual need. The majority of this work is delivered on a 1-2-1 basis but we do see community awareness of financial resilience as an important factor and will deliver groups sessions and attend workshops periodically. We have found that these sessions achieve better take-up at community led events.

Action plans for the Ashfield Programme will include utilisation of the Career Boost portal throughout the delivery of the Programme and we will promote its further use with the 4,000+ clients we support each year in Ashfield. Our communications lead will also promote Careers Boost across web and social media channels.

Our detailed knowledge and experience of Financial Resilience Programmes leads us to concluded that **a minimum of 166 clients in total will be supported by 1 fte Financial Resilience Worker over 10 months.** We shall deliver the following outputs to meet or exceed the output and outcomes targets set in the tender specification:

Output Description	Minimum Output Target Required
OP12 - Number of local events or activities supported	5
OP14 - Number of economically inactive people engaging with keyworker support services	160

OP15 - Number of people participating in adult numeracy provision	12
OP16 - Number of adults participating in maths qualifications and courses up to, and including, Level 2 equivalent (numerical value)	6
OP18 - Number of people receiving support to gain employment.	18
OP 21 - Number of people supported to access basic skills courses.	37
OP22 - Number of people supported to participate in education	12
OP23 - Number of households receiving support	150
OP24 - Number of households supported to take up energy efficiency measures	18
OP27 - Number of volunteering opportunities supported	6
Outcome Description	Minimum Outcome Target Required
OC9 - Jobs safeguarded as a result of support	10
OC18 - Improved engagement numbers	75
OC20 - Number of people in employment, including self-employment, following support	15
OC21 - Number of people sustaining employment for 6 months	2
OC22 - Number of people in education/training following support	10
OC23 - Number of people with basic skills following support	50
OC24 - People gaining a qualification or completing a course following support	20
OC26 - Number of people reporting increased employability through development of interpersonal skills funded by UKSPF	40
OC27 - Estimated carbon dioxide equivalent reductions as a result of support	20
OC31 - Number of referrals to external employment and skills programmes (10%).	29

Our diversity of locations means that all adult residents of Ashfield will have access to the Programme and the high footfall of clients facing economic inequality means that we can ensure good take-up of the Programme. Importantly our community profiling provides us with good knowledge of the hotspots of deprivation in Ashfield and we have a community outreach service that will feed into the project. This includes regular outreach sessions in two of the areas specified. Additionally, we now have WIFI enabled our Mobile Advice Unit providing the capacity to deliver Financial Resilience Ashfield in all of the following locations:

Leamington & Sutton Central  
 Carsic  
 Greenwood & Summit  
 New Cross

Partnerships are important to deliver the desired outcomes and we already work with key partners that includes Futures, Working Well East Midlands, Green Doctor and Pension Wise. This helps remove barriers to economic activity. We also work with other UKSPF partners to increase overall programme success and link is with NHS Place Based Partnerships. Working collaboratively means that the Programme contributes to skills and wellbeing strategies as well as net zero commitments. Keeping households out of financial crisis reduces the need to seek statutory intervention.

We are active members of the Ashfield Employment & Skills Partnership and will encourage a link-up to the programme to employers and colleges at meetings. We will offer to provide presentations to the partnership to ensure cross referral of beneficiaries.

Our current project in Broxtowe supports around 200 beneficiaries per year for each Financial Resilience Worker. We have an advanced evaluation methodology. Our client outcomes survey measures wellbeing outcomes as well as financial resilience. Over 500 clients have participated in the survey.

Our outputs are collected using an advanced case management system backed up by Tableau reports.

The project contributes to employment, training and skills strategies through increasing basic skills, reducing the barriers to employment, training and supporting beneficiaries to engage with careers services and training providers. We recognise that financial resilience usually requires access to good work so economic activity is at the core of the project.

The project also contributes to health and wellbeing strategies. It tackles the Building Blocks of Health by supporting people towards a healthy standard of living, reducing fuel poverty, increasing housing security and recognises the link between good work and health.

The project in Broxtowe reaches a key priority population, 73% of participants report long-term health problems and peak take-up is from people of later working age (55-65) who are economically inactive.

#### **Budgeting Strategy (10 months)**

Staff costs: £25,959

Office and IT support: £1,505

Rents and repairs: £1,088

Professional fees and subscriptions: £628

Management and support costs: £2,596

Staff training and travel: £833

**Total cost: £32,609**

We have identified an Ashfield Financial Resilience Worker ready to take up the post who is currently completing our Advice and Financial Resilience Worker training programme. This individual has already gained experience of Financial Resilience Work on a voluntary basis and will be supported by our experienced Service Manager who has led a successful Financial Resilience Programme in Broxtowe.

The project is fully costed and will be required to be self-funding. However, the benefits of being led by the Citizens Advice service are that we can offer savings of economy to meet the legal and quality control requirements of delivering a community legal advice service and also the authority can be secure in the knowledge that all money advice is regulated by the FCA.

Infrastructure resources are provided through the provision of the latest technology, recently upgraded with support from an Ashfield District Council digital infrastructure grant. Where required we can also provide mobile broadband so we are not reliant on the provision of community WIFI. Where premises are not available we operate a mobile advice unit, recently supported by a Nottinghamshire County Council Capital Grant and that of an LNER Community Grant. This represents funding in-kind to support the successful delivery of this project.

Management costs include staff management, support of the authority's communication plan for the project, monitoring and evaluation to include the requirement of the tender specification to provide a final report detailing:

- Contract end performance
- Achievements
- Lessons Learned
- Demographics
- Partner and Participant Case Studies
- Conclusion

The final 'Impact Report' shall also provide measurement of outcome based on the Citizens Advice client survey and a section detailing social value.

Factored into the budget is continuous project review and adaptation of the Theory of Change model to developing economic conditions and priorities. Whilst our model is proactive as opposed to reactive flexibility is required in particular to the current economic uncertainties.

**Neil Clurow**  
**Impact and Evaluation Manager**

**24<sup>th</sup> April 2025**

## DN771481 - Financial Resilience project - Ashfield UKSPF

### Part 5 - Pricing Response

I/We hereby offer to supply the requirement as detailed in this invitation to tender and any supporting documents, subject to the terms and conditions of contract specified, and at the prices and/or rates shown below:

Element:	Description:	Total:
1	Fixed Price for providing the services as specified	30
		30%

NB: All prices should exclude VAT.

Our tender is based on the following budget breakdown:

Staff costs: £25,959  
 Office and IT support: £1,505  
 Rents and repairs: £1,088  
 Professional fees and subscriptions: £628  
 Management and support costs: £2,596  
 Staff training and travel: £833  
**Total cost: £32,609**

# Health and safety policy

<b>Version No:</b>	HS1.2
<b>Approved By:</b>	Trustee Board
<b>Approval Date:</b>	09/08/23
<b>Review Date:</b>	August 2025
<b>Review period:</b>	2 years

## Statement of general policy

We will make sure we will take all steps necessary to ensure the health, safety and welfare of all employees, volunteers, clients and any other individual that visits our premises.

We will adhere to the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and other relevant health and safety legislation and codes of practice. To achieve those objectives we have appointed designated member(s) of staff to be responsible for health and safety; to keep the workplace health, safety and welfare procedures under constant review; to liaise with the Health and Safety Executive where necessary; and to keep everyone abreast of new legislation, EU directives, Regulations and British Standards, in order to ensure ongoing compliance with the law.

We will:

- establish, maintain and regularly review safety systems and risk assessments
- make regular risk assessments available to employees
- take appropriate preventative/protective measures
- provide adequate and competent supervision of all activities involving risk
- ensure appropriate training in health and safety is delivered
- establish and maintain systems for consulting paid and voluntary workers about health and safety issues
- take health and safety considerations into account when planning developments in the service, purchasing equipment and occupying new premises

- maintain accurate records of accidents and other events with health and safety implications and review and monitor these records to establish what remedial action, if any, should be taken
- appoint competent personnel to secure compliance with statutory duties, and to undertake reviews of the policy as necessary.

### **Trustee Board**

The Trustees have overall responsibility for health and safety, and for ensuring that we fulfil our legal responsibilities, that policy objectives are achieved and that effective machinery is in place for the achievement of policies concerned with health, safety, welfare and environmental protection. The Board is also responsible for ensuring that procedures and systems are agreed and implemented. To these ends the Board will ensure the allocation of the resources necessary to maintain sound and efficient health and safety arrangements.

### **Chief Executive**

The Chief Executive is responsible for the effective implementation of procedures and systems including monitoring, prevention of hazards and taking remedial action in their area of responsibility.

The Chief Executive will delegate day to day actions to the Operations Director.

The Operations Director will ensure that supervisors are properly trained and receive the support they need to perform their duties.

The Chief Executive will ensure that all paid and voluntary staff are informed about safety issues and that there are adequate signs about hazards and emergency procedures.

The Chief Executive will bring the health and safety policy and all associated procedures to the attention of all Staff and Volunteers

### **Risk sub-committee**

The Risk sub-committee comprises Trustees who act on the delegated authority of the full Trustee Board. The Operations Director and Operation managers are also part of the sub-committee. The purpose of the Risk sub-committee is to:

- identify, categorise, assess and manage all aspects of risk that could negatively impact the normal functioning of Citizens Advice Broxtowe
- ensure all risks are correctly documented and their status is tracked regularly



- ensure the we comply with relevant legislation and regulation

This includes risks relating to Health and Safety. The sub-committee meets regularly and will discuss any new Health and Safety risk identified by staff, volunteers, managers, the CEO or the Trustee Board, identifying any mitigations and actions needed.

The sub-committee reports to the full Trustee Board quarterly.

### **Competent person**

The Trustee Board shall appoint a competent person to assist in undertaking the measures required to comply with the requirements and prohibitions imposed by the relevant statutory provisions.

A person shall be regarded as competent when they have sufficient training or knowledge and other qualities to enable them to properly assist in this task.

The Operations Director has been designated as the competent person for the responsibilities shown, which include. (Before these were attributed to the risk sub-committee)

- inspections
- creation of safety plans
- methods of communication and safety issues
- receiving reports of any accidents that occur in the service and identifying remedial action if necessary
- ensuring H&S induction and ongoing training is carried out by line managers

The Operations Director works with the Operations managers to monitor, review and implement policies and procedures relating to Health and Safety.

The Operations Director will report to the Trustee Board on Health and Safety matters as part of the quarterly Operational report for the board.

### **Risk assessments**

The Operations Director will ensure that all premises and activities subject to risk assessment are assessed in accordance with the relevant legislation. All new premises, including outreach, and activities will be risk assessed as part of planning/development. Assessments will be reviewed annually and repeated whenever any of the following factors occur:

- change in legislation
- change of premises
- significant change in work carried out

- transfer to new technology
- original assessment is no longer valid.

Assessments will be recorded and records maintained by the competent person.

### **Reporting and investigating of accidents and dangerous occurrences**

- All accidents, dangerous occurrences and near misses will be reported as soon as it is safe and practicable to do so, ideally on the same day the incident occurred or the next working day.
- All accidents, near misses and dangerous occurrences will be investigated by the Chief Executive, or a person nominated by them, within 10 working days.
- The full incident reporting procedure and reporting form can be found in the [Health and safety procedures](#).

### **First Aiders**

- First Aiders will be appointed in accordance with the Health and Safety (First Aid) Regulations 1981.
- The First Aiders will be responsible for taking prompt action following any accident, whether involving an employee or not.
- All accidents, no matter how minor, will be reported on the correct accident report form.

### **Training**

To comply with the general duty to provide such information, instruction, training and supervision as are necessary to ensure, so far as reasonably practicable, the health, safety and welfare of staff and volunteers, health and safety training will be provided as follows:

- at inductions
- on transfer or promotion to new duties
- on the introduction of new technology
- when changes are made to systems of work
- when training needs are identified during risk assessments.

Repeat training will be provided at regular intervals. Staff at all levels will be included in the health and safety training programme. Records will be kept of all health and safety training.