



## Building Bridges Programme

### Tender for Housing, Benefits and Money Advice Partner

#### Introduction

The [Building Bridges Programme](#) supports people across Swindon and Wiltshire who are furthest from the world of work to access the skills, education & experience they need to be able to achieve and sustain ongoing employment.

Our target participant groups are those who are unemployed/economically inactive and facing multiple, complex challenges and barriers in their lives.

Taking part in the programme is entirely voluntary for participants and all of our advice and support is offered free of charge.

The programme is delivered by a [partnership](#) of local organisations who are experts at supporting people and giving them the skills and confidence they need to move forward. We work with people on a [one-to-one basis](#) to help them address the challenges and barriers they are facing and develop a personalised plan to help them achieve their goals at a pace they are comfortable with.

Each participant will have someone who works with them as a key worker, helping them to access support from across the partnership. These key workers can also work with family members, carers, or other people in their support network if the participant would like us to.

The programme is [jointly funded](#) by The National Lottery Community Fund and the European Social Fund. You can find out more about our funding and our [programme partners](#) on this website.

#### **Invitation to Tender**

The Building Bridges Programme is seeking a partner organisation to provide housing, benefits and money advice services to its participants, many of whom have complex barriers & challenges in their lives but are looking to return to education and/or employment.

These advice services can form a significant part of helping participants to address the barriers they are facing and form an essential part of our partnership offering.

#### **Lead Contact**

Dave Potts, Building Bridges Programme Manager

#### **Submission of tender**

The tender documents should be submitted by email to Dave Potts, Building Bridges Programme Manager (dpotts@communityfirst.org.uk) by 12.00 (noon) on 29<sup>th</sup> October 2021.

#### **Contract Period**

The contract period shall commence on 15<sup>th</sup> November 2021 and shall terminate on 31<sup>st</sup> January 2023.



## **Clarifications**

Before submitting a tender, clarification should be sought on any points of doubt. The deadline for receipt of points of clarification is three working days before the tender return date and time. During the tender period requests for clarification should be made by email to: Dave Potts, Building Bridges Programme Manager via email ([dpotts@communityfirst.org.uk](mailto:dpotts@communityfirst.org.uk)).

## **Expenses**

Building Bridges shall not be responsible for, or pay for, any expenses that may be incurred by the tenderer in preparing their tender proposal.

## **Lowest tender**

Building Bridges is not bound to accept the lowest or any tender or part thereof.

## **Assumptions**

Tenderers must not make assumptions that the Building Bridges Programme have prior knowledge of their organisation or their service provision. Tenders will only be evaluated on the information provided in their response.

## **Qualified tenders**

Qualification of tenders may result in rejection thereof.

## **Tender held open**

Tenders must remain valid for acceptance for a period of three months from the closing date for the submission of tenders.

## **Evaluation method**

Tenders will be evaluated using the following criteria:

- Minimum Standards of Experience
- Insurances
- Economic and Financial Standing
- Methodology, Approach and Plan
- Knowledge and understanding of the brief
- Contract Management
- Cost



## Appendix 1 – Service Requirements

### 1. Services Required

The partner shall provide specialist advice to participants of the Building Bridges Programme in the two key areas of:

- Housing Advice
- Finance, Benefits and Debt Advice

- 1.1 The partner shall provide advice via a range of channels for both urgent and standard referrals on the issues stated above.
- 1.2 The partner's services shall be delivered on a one-to-one basis with participants unless a three-way call with a Building Bridges key worker or other professional is required.
- 1.3 The partner shall make the initial contact with the participant within two days of being referred for urgent cases to provide immediate support.
- 1.4 The partner shall make the initial contact with the participant within five working days of being referred for a standard referral to carry out an exploratory assessment and schedule appointment for further advice as and when required.

### 2. Service Particulars

#### 2.1 Housing Advice

The partner's advice shall cover housing issues, access to accommodation and homelessness for participants who are in insecure, unaffordable, or unsuitable housing. Additionally, it would be for those who are homeless or threatened with homelessness, or who would need to move accommodation to access employment opportunities.

Housing advice should include access to benefits and include the following areas:

- Maintaining current accommodation by being aware of tenancy rights and associated responsibilities.
- Access to additional income streams to support housing costs, including Universal Credit, Housing Benefit, Council Tax Reductions and local discretionary sources such as Discretionary Housing Payment (DHP) and Local Welfare Streams
- Gaining knowledge on how to apply for social housing and links to these services
- Gaining knowledge on the support available from Local Authority Homelessness and prevention Services and links to access these.

Housing advice services shall be delivered one-to-one in person, by phone, email or video link. Average sessions shall be 30, 60 or 90 minutes in duration.



## 2.2 Finance, Debt and Benefits Advice

The partner's advice shall cover key areas on managing and dealing with debt, maximizing income through benefits and discretionary grants and funds. It will also include managing personal finance and accessing banking services. These services will be provided for participants with the following barriers:

- Participants with priority and non-priority debt
- Participants with a low income or who have had a financial change of circumstances
- Participants who are starting work or becoming self-employed and will have a change in their income

The advice provided should include the following areas:

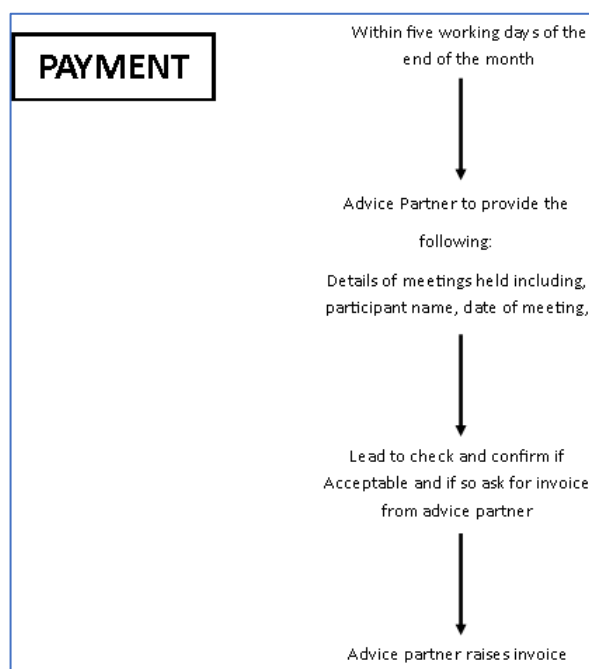
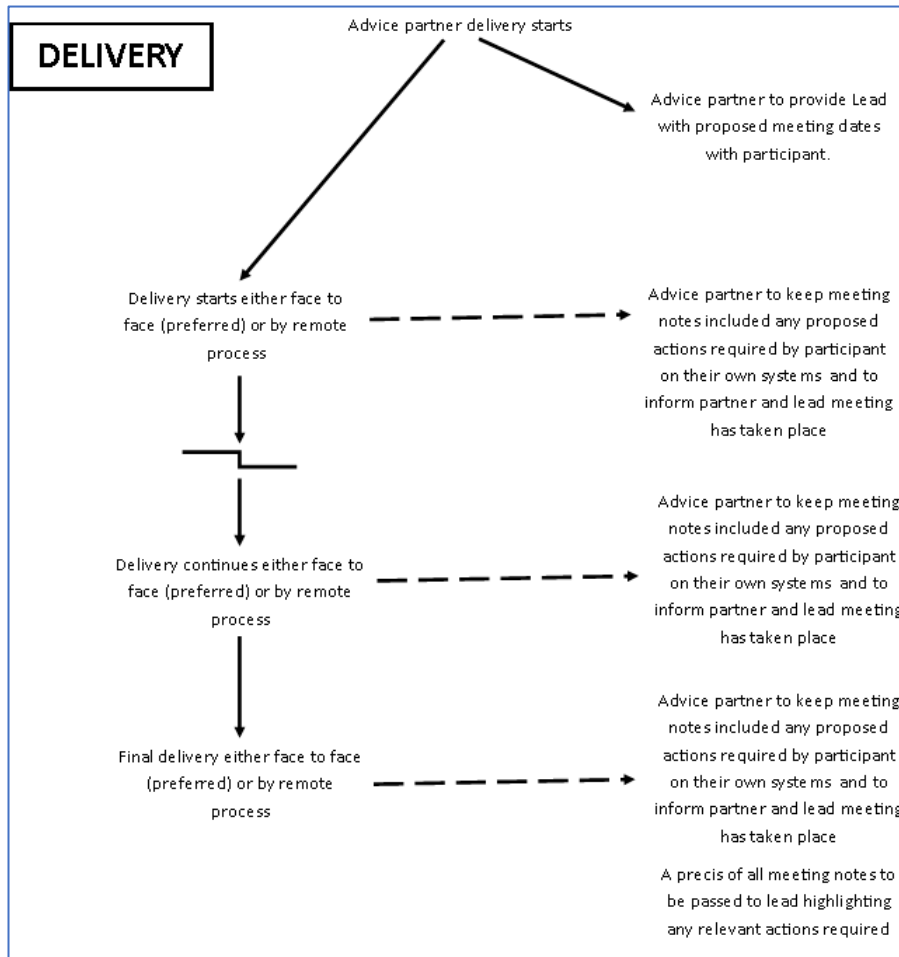
- Completing a Debt Assessment
- Advice on dealing with creditors and debt prioritization
- Assessment of the debt options available to participants and recommendations on the way forward
- Advice on how to claim for additional income, including access to specialist services such as Help to Claim
- Assessment and scenario examples of changes to income, better off calculation for work and self-employment
- Advice in relation to private finances, including access to bank accounts and bill payment options

The advice services shall be delivered one-to-one in person, by phone, email or video link. Average sessions shall be 30, 60 or 90 minutes in duration.

### 3. Service Flow Diagrams

The flow diagrams below provide information about how the Building Bridges Programme envisage the relationship with the partner will operate.







#### **4. Programme Close Down**

The Building Bridges Programme will be closing down to new participants in the last quarter of 2022 with all face-to-face work with participants being completed by 31 January 2023.

All claims, associated paperwork and final claims have to be with the Building Bridges Programme lead partner (Community First) by 31 March 2023.

#### **5. Partnership Agreement**

The successful tenderer will become a delivery partner within the Building Bridges Programme.

A copy of the original programme Partnership Agreement, along with the amendments included at the time of the two programme extensions will be provided to all tenderers on request.

The partnership agreement includes the following sections which set out how the partnership will operate:

- 1) Parties to the Agreement
- 2) Purpose of the Agreement
- 3) Name
- 4) Partnership Objective
- 5) Background
- 6) Partnership Duration
- 7) Legal Status
- 8) Partnership Members
- 9) Partnership Management
- 10) Lead Organisation
- 11) Strategic Partnership Group
- 12) Partner Financial and Output Delivery Plans
- 13) Partnership Values
- 14) Financial Arrangements
- 15) Monitoring and Reporting Arrangements
- 16) Risk Analysis and Control
- 17) Terms and Conditions of Grant
- 18) Insurance
- 19) Confidentiality
- 20) Retention of Records
- 21) Agreement and Disputes
- 22) Communications and Branding
- 23) Branding
- 24) Policies and Procedures
- 25) Variation or Termination of the Partnership Agreement
- 26) Strengthening and Sustainability of the Sector
- 27) Agreement Signatures

Appendix 1 – Members of the Building Bridges Partnership

Appendix 2 – Partnership Organisation Chart

Appendix 3 – Core Delivery Partner Role and Responsibilities

Appendix 4 – Commissioned Support Partner Role and Responsibilities



- Appendix 5 – Cross-Cutting Partners Role and Responsibilities
- Appendix 6 – Nominated Thematic and Cross-Cutting Group Leads
- Appendix 7 – Strategic Partnership Group Membership
- Appendix 8 – Individual Partner Financial and Output Delivery Plans
- Appendix 9 – National Lottery Community Fund Terms and Conditions
- Appendix 10 – Community First Complaints Procedure
- Appendix 11 – Branding and Publicity
- Appendix 12 – Wellbeing and Employability Measures
- Appendix 13 – Data Sharing Agreement
- Appendix 14 – Partner and Programme Level Delivery Targets





**Appendix 2 – Tender Document**

The Building Bridges Programme is seeking tenders for a partner organisation to deliver Housing, Finance, Debt and Benefits advice in either 30 minute, 60 minute or 90 minute sessions.

You are asked below to provide a fully inclusive cost for each period including all staffing costs, office costs overheads and incidental however exclusive of VAT.

30 Minute session £..... Per session (exclusive of VAT)

60 Minute session £..... Per session (exclusive of VAT)

90 Minute session £..... Per session (exclusive of VAT)

If your organisation is registered for VAT please state VAT registration No .....

Signed .....

Print name .....

Organisation .....

**Contact Details**

Phone .....

Email .....

Address .....

..... Postcode .....

Date .....

**Key Personnel**

Please provide details of the personal who will be involved in delivery of this work.

Name
Experience



Name
Experience
Name
Experience
Name
Experience

### Supporting Documents

Please include a copy of the following key documents with your tender:

- Tender document
- Key Personnel Document
- Delivery Approach - A synopsis of how you will deliver this service Max 1000 words
- Accounts - A copy of your last three years audited accounts
- Insurance - Copies of your employer's liability and Professional Liability insurances
- Safeguarding Policy
- Whistle Blowing Policy
- Freedom of Information Policy
- General Data Protection Regulations policy
- Expenses Policy