

Service development funding opportunity open to eligible Information Advice and Support Services

Issue date: 10am Tuesday 29 May 2018

Description:	Service development funding
Open to:	Information Advice and Support Services
Contract value :	No greater than £32,000 net, where applicable.
Duration:	1 June 2018 – 31 March 2019
Opening date:	10am Tuesday 29 May 2018
Closing date:	5pm on Friday 15 June 2018

1. Overview

The Council for Disabled Children is seeking applications from eligible Information Advice and Support Services during 2018-19 to apply for additional funding to take on a set of requirements as specified at Section 3.

The value of the funding opportunity is **up to** £32,000 net per local authority area for the period 1 June 2018 – March 2019.

In this context, an eligible service means a statutory service funded by the local authority with a duty to provide information, advice and support to disabled children and young people, and those with SEN, and their parents. If awarded, the funding available must remain under the control of the Information Advice and Support Service as an arm's length service, throughout the length of the contract. Funding cannot be used to fund purposes and activities other than those specified at Section 3.

In summary, Information Advice and Support Services are being asked to take on a new set of strategic tasks as set out in Section 3. This includes conducting a detailed self-review exercise to establish how the current service offer is meeting its legal responsibilities and identify where the service is not meeting its responsibilities, and pre-plan perceived service priorities that the service would need to address. Then develop a forward look two year service-led operational plan to commence 1 April 2019 to seek service improvements over time that are benchmarked against new minimum standards. Develop plans submitted to CDC within the timeframe set out in the contract will be subject to a quality assurance review using the criteria at Annex B and if successful, could result in access to further funding incentives from 1 April 2019 to help services put their identified service priorities into action.

Please note that organisations who provide an Information Advice and Support Service in more than one local authority area would not necessarily be eligible for funding at the full value of £32,000 net, per local area. Organisations that fall into this category would be required to demonstrate in their application *value for money* before a final overall contract price is agreed.

To be considered for funding:

1) Send an email to iasp@ncb.org.uk with "ACKNOWLEDGMENT (Insert LA(s) name)" in the subject heading **by 5pm Tuesday 5 June 2018** to confirm you are interested in this funding

opportunity.

2) Complete Annex A titled: "APPLICATION FORM" and return it to iasp@ncb.org.uk with the subject line stating "Insert LA(s) name) *Information Advice and Support Service –application 2018-19*" by **5pm on Friday 15 June 2018**.

Pre and post communications

Contracting enquires directed to Martin Bull at mbull@ncb.org.uk

Policy and practice on IAS services enquires directed to Daisy Russell at drussell@ncb.org.uk

Financial enquires should be directed to Dan Ellitts at dellitts@ncb.org.uk

2. Background

The Government has funded a range of provision for supporting, informing and advising children and young people with SEND and parents in recent years. The SEND reforms, introduced in September 2014, gave a renewed focus to this. The success of the reforms is dependent on families, who have children and young people with SEND, being supported to participate in decisions that affect them, and having appropriate information and advice.

Government support has been targeted to support specific needs. In particular, a very large proportion of funding from Government between 2014 and March 2018 has been devoted to the Independent Supporter programme.

In January 2018, the Department for Education concluded that from 2 April 2018, a greater share of Government resources should be made available, in every local area in England, to a wider range of families who have children and young people with SEND. A tender process followed resulting in the Department for Education awarding the contract worth £20million to Council for Disabled Children. That new programme has been named the "Information Advice and Support Programme" and will be delivered in partnership with Contact and IPSEA.

The new programme of work will aim to ensure:

- that in every local authority area, children and young people with SEND have access to information, and impartial advice and support, which meets a set of minimum standards based on statutory requirements. These services will provide a wide range of information, advice and support covering SEND issues – across education, health and social care directly to parents, children and young people (separately or together), via telephone, electronically, website and face to face, all year round. Families, who have children and young people with SEND, have access to a national helpline – including a dedicated Freephone service, and access to online information, advice and support.

The programme will ensure that the national helpline service works effectively local support services to ensure consistency and accuracy of information and advice

3. Service specification

During the period June 2018 - 31 March 2020, CDC are looking for an eligible Information Advice and Support Service to:

- a) evidence how the IAS service operates as impartial, confidential and at 'arms-length' from the local authority in line with the current IASSN standards and advice
- b) conduct a detailed self- review exercise to establish how the current service offer is meeting its responsibilities required by the Children and Families Act 2014 and SEN code of practice
- c) identify where the service is not meeting its responsibilities and pre-plan perceived service priorities that the service would need to address
- d) use outcomes of b) and c) to develop a forward look two year service-led operational plan to commence 1 April 2019 to seek service improvements over time that are benchmarked against new minimum standards
- e) ensure service priorities in the devised plan have been agreed locally, costed and submitted at the appropriate time to CDC for funding consideration from 1 April 2019 onwards
- f) provide management information and data 3 times (September 2018, January 2019 and March 2019) on deliverables as set out in the contract
- g) demonstrate a willingness to work closely with CDC and respect the disciplines of working close to Government policy on the Information Advice and Support Programme.

4. Application requirements

Information Advice and Support Services applying for funding through this process are requested to complete the application template found in Annex A and respond to the following request for information:

- a) State the full title used for the service, address and postcode.
- b) If the service is outsourced, please state the name of the host organisation, address and postcode. Also include the length of your contract with the funder.
- c) Provide contact details of one person who we can contact regarding this application for funding.
- d) Confirm which local authority area you represent.
- e) Provide a statement in response to each of the sections (A-G) in Section 3.
- f) On return, ensure contact details and electronic signatures of either the LA Commissioner (in house service) or procurement Officer (outsourced service) in support of your application for funding.
- g) If you know, please say if your organisation is exempt or not from VAT. If you don't know we will assume you are not and apply VAT within the value of the contract.

5. Funding

Potential funding which is subject to a successful application will be available from 1 June 2018.

Phase	Period	Criteria	Value of contract
1	June 18 – March 19	Available to IAS services who demonstrate their ability and commitment to deliver on the specification	Up to £32,000 inclusive of VAT, where applicable

What we will fund

The service will use funding to contribute to the following costs:

- Time for expert staff to carry out specific tasks related to this work
- Consultation activities and refreshments to carry out specific tasks related to this work
- Materials for evidence gathering activities
- Travel integral to carrying out this work

What we will not fund

The service will not use contract funding to contribute to the following costs:

- Capital costs
- Campaigning and lobbying activities
- Rent and / or business rates
- Insurance
- Organisation infrastructure costs

6. Payment terms

- a) During 2018-19, CDC will pay 20% of the contract value at the start of the contract period, to help ensure work can begin immediately once the contract has been signed, and an appropriate invoice received.
- b) After which, an invoice for the balance will be paid on receipt of evidence that all requirements of the contract have been met.

June 2018	March 2019
20% of contract Value up to (£6,400 net)	80% of the remaining contract value up to (£25,600 net)

- c) Invoices should be sent electronically to Ludmila Gonta at iasp@ncb.org.uk Information Advice and Support Programme, National Children's Bureau, c/o WeWork, 115 Mare Street, London E8 4RU
- d) NCB aims to pay all duly completed invoices in accordance with the contract within 30 days of receipt from the day it arrives at the organisation. If any problems arise, please contact Ludmila Gonta at iasp@ncb.org.uk
- e) The payment period will be deemed to have started when a correctly submitted invoice reaches the nominated address.
- f) A correct invoice is one that:
 1. is delivered in timing in accordance with the contract;
 2. is for the correct sum, including/excluding VAT as appropriate;
 3. is in respect of goods/services supplied or delivered to the required quality (or are expected to be at the required quality);

4. includes the date, supplier name, contact details and bank details;
 5. quotes the relevant contract reference;
 6. has been delivered to the nominated address; iasp@ncb.org.uk
- g) NCB aims to reply to complaints within 10 working days. However, NCB shall not be responsible for any delay in payment caused by incomplete invoices.
 - h) If this contract is terminated by NCB due to the contractor's insolvency or default at any time before completion of the service, NCB shall only be liable to reimburse eligible payments made by, or due to, the contractor before the date of termination.
 - i) On completion of the service or on termination of this contract, the contractor shall promptly draw up a final invoice, which shall cover all outstanding expenditure incurred for the service. The final invoice shall be submitted not later than 30 days after the date of completion of the service.
 - j) It shall be the responsibility of the contractor to ensure that the final invoice covers all outstanding expenditure for which reimbursement may be claimed. Provided that all previous invoices have been duly paid, on due payment of the final invoice by NCB all amounts due to be reimbursed under this contract shall be deemed to have been paid and NCB shall have no further liability to make reimbursement of any kind.

7. How to apply for funding

Process

Individual applications will be evaluated fairly as set out in Annex B. An evaluation panel will be established and will have the scope to use their own judgment and discretion when reviewing applications.

Incomplete application

Applications may be rejected if the information asked for is not provided.

Returning application

Applications must be sent on email only. Hard copies will not be excepted unless prior agreement has been given by Martin Bull at: mbull@ncb.org.uk

Receipt of applications

Applications will be received up to the time and date stated. However, it is the responsibility of the applicant to ensure that their application is delivered no later than the appointed time.

8. Timeline

Activity to be undertaken	Proposed date of activity
Application window opens	10 am 29 May 2018
Email acknowledgment to CDC	5pm Tuesday 5 June 2018

Annex A completed and sent back to CDC	Before Friday 15 June 2018
Application closes	No later than 5pm on Friday 15 June 2018
Review of applications on receipt of Submission	Up to 22 June 2018
Outcome of application communicated	22 June 2018
Feedback to unsuccessful applications	22 June 2018
Service contract awarded notice to IASS if successful	By 25 June 2018
Contracts issued to IAS Service	Between 2 July - 6 July 2018
Contracts signed and returned to CDC	No later than 13 July 2018
Service to submit invoice of 20% with signed contract or soon after	On receipt of a signed contract

9. Summary of Service Agreement

Client:	Council for Disabled Children through its host National Children Bureau
Description:	Service development contract arrangement with Information Advice and Support Services
Contract value :	Up to £32,000 net where applicable. 20% of the contract costs will be paid at the start of the contract period to service to ensure work can begin immediately once contract is signed.
Duration:	The expected duration of this contact is 1 June 2018 – 31 March 2019
Opening date:	10am on Tuesday 29 May 2014
Closing date:	5pm on Friday 15 June 2018
Contracting enquires:	Martin Bull at Council for Disabled Children
Telephone Number:	07508 741 212
Email:	mbull@ncb.org.uk
Policy and practice enquires:	Daisy Russell at Council for Disabled Children
Telephone Number:	07498 558659
Email:	drussell@ncb.org.uk

Evaluation Criteria

This matrix is to be used as a guide only to ensure a consistent approach is taken when scoring the bids. Evaluators will have the scope to use their own judgement and discretion when awarding scores under each evaluation criteria heading. Members of the evaluation team should read and consider each bid prior to attendance at an evaluation panel meeting, where bids will be discussed and scores awarded.

Score of 5: A score here as well as addressing all, or the vast majority of, bullet points under each criteria heading will demonstrate a deep understanding of the specification. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact that they will have on other areas/stakeholders. Proposals will contain ideas related to the specification that are realistic and would enhance the service provision.

Score of 4: A score of 4 will reflect that Tenderers will have addressed, in some detail, all or the majority of the bullet points listed under each criteria heading. Evidence will have been provided to show not only what will be provided but will give some detail on how this will be achieved. Tenderers should make clear how their proposals relate directly to the aims of the project and be specific, rather than general, in the way proposed solutions will deliver the desired outcomes.

Score of 3: A score of 3 will again address the majority of the bullet points under each criteria heading but will lack some clarity or detail in how the proposed solutions will be achieved. Evidence provided while giving generic or general statements is not specifically directed toward the aims/objectives of this specification. Any significant omission of key information as identified under each criteria heading will point towards a score of 3.

Score of 2: A score of 2 will reflect that the Tenderer has not provided evidence to suggest how they will address a number of bullet points under the evaluation criteria heading. Tenders will in parts be sketchy with little or no detail given on how they will meet specific requirements. Evidence provided is considered weak or inappropriate and it is unclear how this relates to desired outcomes.

Score of 1: A score of 1 will reflect that there are major weaknesses or gaps in the information provided. The Tenderer displays poor understanding and there are major doubts about fitness for purpose.

Score of 0: A score of 0 will result if no response is given and/or if the response is not acceptable and/or does not cover the required criteria.

*a minimum scoring of 3 is necessary to progress.