**North Northants Volunteer Academy RFQ**

**Clarification questions and responses**

**Updated 28 February 2024**

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|  | **Clarification question** | **Response** |
| 1 | The RFQ makes reference to the declining numbers of volunteers and the population structure of families from ages 2 years to 19 years. Could you kindly provide more specific details regarding the anticipated minimum and maximum number of volunteers for each of the four locations? Understanding the budget allocation per volunteer would also help us to formulate our response more accurately. | A cost model has not been developed at this stage due to this being a new service provision, and no existing data in place to accurately forecast service demand. The North Northants Family Hubs Volunteer Academy is a pilot project and we are seeking to embed an evaluation framework that will help us to baseline demand in the future. |
| 2 | We noted in the RFQ that there is significant emphasis on the recruitment of volunteers. Could you clarify whether the recruitment of volunteers falls solely under the remit of the provider, the council, or if it's a shared responsibility between both entities? | Shared responsibility between all entities across the Family Hubs Partnership. |
| 3 | With respect to the venues to be used for our volunteer initiatives, are we permitted to utilise council public venues? If this is the case, are there any discounts available for usage? | The Partnership is working towards providers being able to use Family Hubs sites. However, the building usage and access for family hub sites are still being developed and access is limited. The council is willing to work with providers to resource alternative venues as access arrangements continue to be developed. |
| 4 | The RFQ highlights the required skill sets, and thus suggests a robust training needs analysis is imperative. Could you kindly clarify whether it's the responsibility of the provider, the council, or a joint responsibility to conduct this analysis? | North Northants has recently completed a workforce skills audit, peer support charter and quality standards. Insights and learning from this work will be made available. The provider is expected to incorporate these findings into a workforce development plan for the volunteer academy. |