**Clarification Questions for HBYW Learning Partner**

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| **1,Response Template – are we expected to use the response template and fit our response inside the table, starting each section on a new page? The table format reduces the space available for each question.** | Bidders are free to use separate sheets, the response document states number of A4 sides with Arial font size 12. |
| **2,On site observations – is the Learning Partner expected to conduct shadowing/ on-site observations? Will this be possible under the existing agreements with the NHS Trusts?** | The Learning Partner will be expected to develop strong relationships with providers and take necessary and reasonable steps to understand the programme. We expect that this will include face to face meetings and visits to hospital sites, but there is no explicit requirement to conduct shadowing/on-site observations. |
| **3,Meeting Location – will the service providers/ NHS trusts/ VRU be able to provide meeting room facilities for in-person meetings? What are the expectations in terms of in-person time?** | The VRU will host the Quarterly Performance Meetings face to face with each provider and the Learning Partner. The Learning Partner will need use their own judgement with regards to the necessity / benefit of convening further face to face meetings with providers. |
| **4,NHS Data Systems – is any of the data that’s in scope for this learning partnership held on NHS servers? Will the Learning Partner need to access NHS data systems or are all providers working off their own independent case management systems?** | All providers use their own independent case management systems. |
| **5,Staffing – Question 6 mentions summary CVs for key staff – are these to be included in the 2-page limit for Q6 or do they count as a separate annex? If it is a separate annex, what page limits apply?** | No limits have been applied to the number of CVs you can include. |
| **6,Potential Extension – on what basis will a potential extension be decided and when will that decision be made? What factors will it depend on?** | "We are requesting pricing for an extension period, but this in an optional extension and is not guaranteed. Any decisions on extensions will depend on a range of factors and will be the at the discretion of the VRU. Factors will include funding available and performance of delivery partners. The VRU will decide whether to exercise the extension option as the initial contract comes to an end, with appropriate governance approval, and  with the agreement of the provider. " |
| **7,Provider Mobilisation – the spec for the Evaluation Partner mentions the Learning Partner is also responsible for provider mobilisation, however, this is not mentioned in the Learning Partner spec. Can you confirm that provider mobilisation is out of scope for the learning partner?** | Provider mobilisation is not within the scope of the Learning Partner’s work. This is an error on page 25 of the In-Hospital Youth Work A&E Specification. |
| **8,Timelines – when are final deliverables expected and when is the service due to end? The spec mentions the full report on learnings is to be produced in March 2025 but the key milestone table lists those deliverables in June 2025.** | The In-Hospital Youth Work service is due to end in March 2025, and the Learning Partner’s ongoing work supporting the providers will finish then as well. Final payments will be made at the same time, but we expect the Hospital-Based Youth Work Programme Learnings Report & Resource Toolkit and Systems Change Paper by the end of June 2025. |
| **9,Delivery providers – the spec mentions the Learning Partner needs to work with at least 3 providers. Is this a subset of all provider or does this mean at least 3 providers will be providing services across the selected hospital sites? Have the providers already been commissioned and confirmed? How many providers are there in total? Is it possible to share who the providers will be?** | There will be three providers delivering In-Hospital Youth Work services for the VRU in this period. The In-Hospital Youth Work providers are in the process of signing contracts and the provider information will be made available to the Learning Partner delivery partner. |
| **10,Collaboration with evaluation partner – how do you envision the Evaluation and Learning Partner working together? The joint working is mentioned in the learning partner spec but not in the evaluation partner spec (esp. around some of the things that the evaluation partner is supposed to be leading on, e.g. the data framework/ definitions).** | The VRU will ensure that the Learning Partner and Evaluation Partner are able to work together to achieve the deliverables outlined and uphold the responsibilities indicated in the Learning Partner specification. |