

**PROVISION OF SERVICES IN RESPECT OF THE SYRIAN
RESETTLEMENT PROGRAMME 2017 - 2021**

BIDDERS EVENT

DATE AND VENUE

Monday 19 December 2017, starting at 9.30am to 11.00am

Council Chamber, Civic Offices, Bridge Street, Reading, RG1 2LU

Reading Borough Council is inviting prospective bidders to join them in the Council Chamber, Civic Offices, Bridge Street, Reading, RG1 2LU on Monday 19 December 2017, starting at 9.30am to 11.00am

The purpose of the event is to share the Council's proposals for this service provision and to seek input and feedback from potential bidders before the Council formally advertises its requirements. It will be the chance for potential bidders to register an interest in this proposed contracting opportunity, hear the draft proposals and understand the requirements of the Government's Syrian Vulnerable Persons Resettlement Programme that the Council are seeking to meet.

The Council is looking to put in place a 4 year contract for the provision of front line case work to support and integrate 3 families each year, during their first 12 months of arrival.

The service to be provided includes:

- Meet and greet from airport and development of community support.
- Furnishing accommodation where necessary
- Provision of welcome pack: groceries and information, Library Cards, International Sim Cards, Clothing Donations, School uniforms etc. on arrival
- Sourcing and sorting donations
- Arranging ESOL assessment and classes
- Provision of interpreters for airport and other services
- Provision of cash/clothing allowances for each Beneficiary of £200
- Briefings on the accommodation and health and safety issues.
- Provision of emergency contact.
- Provision of specific case workers
- Provision of advice and assistance with registering for mainstream benefits and services. This will include other advice and information giving agencies including attending Local Job Centre Plus appointments for benefit assessments, registering with a local GP
- Advice around and referral to appropriate mental health services and to specialised services for victims of torture as appropriate.

- Providing assistance with access to employment.
- Support plan for each family for the 12 month period of their support to facilitate their orientation into their new home/area

The value of the 4 year contract would be £33,000 per annum with a contract value of £132,000 over the 4 year period. The contract period would commence 1st May 2017 and continue to 30th April 2021, subject to the continuation of the programme.

Potential service providers who wish to attend are requested to register their interest in this event before 5 p.m. on Friday 16 December 2016 by e-mailing: clare.muir@reading.gov.uk to book a place.

Please note:

An agenda for the event is attached along with a draft specification, procurement time-line, and the Home Office SRP Funding Instruction (1 April 2016 - 31 March 2017).

Places at the event will be limited to a maximum of two per organisation.

AGENDA FOR BIDDERS EVENT

Monday 19 December 2016

1. Introductions and welcome
Reading Borough Council representatives:
Policy and Voluntary Sector Manager
2. Overview of the Syrian Vulnerable Persons Scheme in Reading
3. Draft Specification
4. Key dates and timescales for tender process
5. Open questions session

DRAFT SERVICE SPECIFICATION

Provision of services in respect of the Syrian Resettlement Programme 2017 - 2021

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2.0 Introduction

This specification sets out the requirements to be provided to deliver the front line case work, support and integration of Syrian refugees during their first 12 months of arrival in Reading. The expectation is that the Beneficiaries should be fully integrated into life in the UK by the end of the 12months.

Reading Borough Council has committed to take three families per year over five years. These refugees are granted 5 year 'humanitarian leave' to stay in the UK, access to public funds, access to the labour market and the possibility of a family reunion. They are supported through the Government's Syrian Vulnerable Person's Resettlement (SVPR) programme which provides specified funding to local areas for the refugees' housing, medical, education, care and integration support costs.

Reading Borough Council is currently in its first year of participation in the SVPR programme and currently has a contract with a provider to manage the first year of the programme in Reading.

The Council now seeks to appoint a contractor for the remaining 4 years, who will provide front line case work, support and integration for refugees' first 12 months of arrival, in line with the Home Office SRP Funding Instruction¹. This would be for 3 families each year over the 4 year period.

The service provided will include pre arrival preparation, arrival day support, intensive case support over the first few days and weeks, less intense support as families settle in, liaison with donors and community supporters:

- Furnishing and equipping accommodation where necessary
- Sourcing and sorting donations
- Provision of a welcome pack: groceries and information
- Provision of Library Cards, International Sim Cards
- Sourcing clothing, school uniforms
- Arranging ESOL assessment and classes
- Meet and greet and provision of interpreters for airport and other services
- Provision of cash/clothing allowances for each Beneficiary of £200
- Briefings on the accommodation and health and safety issues.
- Provision of emergency contact.
- Provision of specific case worker(s)
- Provision of advice and assistance with registering for mainstream benefits and services including attending Local Job Centre Plus appointments for benefit assessments, registering with a local GP
- Advice around and referral to appropriate mental health services and to specialist services for victims of torture as appropriate.
- Providing assistance with access to employment.
- Support plan for each family for the 12 month period of their support to facilitate their orientation into their new home/area

3.0 Duration of the Contract

The Council seeks to appoint a contractor to deliver the service for a period of 4 years from the 1st May 2017. This will be delivered on a 12 monthly basis (1+1+1+1) subject to the continuation of the Government's Syrian Vulnerable Person's Resettlement (SVPR) programme.

4.0 Context

On the 7th September 2015 the Prime Minister announced that Britain should resettle up to 20,000 Syrian refugees over the rest of the period of the Parliament. Local authorities UK-wide were asked, on a voluntary basis, to estimate the numbers of individuals they might be able to accommodate. Reading Borough Council committed to take three families per year over five years.

These refugees are granted 5 year 'humanitarian leave' to stay in the UK, access to public funds, access to the labour market and the possibility of a family reunion. They are supported through the Government's Syrian Vulnerable Person's Resettlement (SVPR) programme which provides specified funding to local areas for the refugees' housing, medical, education, care and integration support costs. The requirements for participation in the delivery of the Programme are set out in the SRP Funding Instruction (1 April 2016 - 31 March 2017).²

Because of the significant pressure on housing, RBC is placing the families, accepted through the SVPR programme, in private sector rented housing sourced through RBC's Rent Guarantee Scheme. These may be furnished or unfurnished but usually have white goods in situ. As part of this service Reading Borough Council will provide each family with a translated property pack which will contain information around tenant responsibilities including paying for utility bills etc.

Reading has a history of welcoming diversity, supporting refugees, asylum seekers and other newcomers, and challenging discrimination.

35% of Reading's population is from a minority ethnic background. Asian or Asian British represent nearly 14% of the population, with Pakistani and Indian as the two largest groups (4.5% and 4.2% of the total population respectively). Within the Black or Black British category the largest group is Black African (4.2% of the total population). 2.3% of the total population are Polish and a further notable group is Nepalese with 2,725 recorded in the 2011 Census.

14.8% (9,256) of households contain multiple ethnic groups compared to 8.9% nationally. With the exception of people who classify themselves as 'Other White', there is a higher proportion of people from all ethnic minority groups living in Reading than there are nationally and in the South East Region. There are geographical variations in ethnic diversity across Reading with central areas having higher proportions of people from ethnic minority groups.

Whilst Reading has a high level of ethnic diversity just 2% of the Reading population (3,140 people) either cannot speak English at all or cannot speak English well.

For many years the Council has grant aided or contracted a range of voluntary and community organisations to provide practical support for the most vulnerable individuals in society to meet their basic needs, support integration and celebrate diversity and support access to employment. There are also many community, voluntary, charitable and

faith organisations in Reading, that are not in receipt of Council funds, who provide services and support to vulnerable people.

The ongoing humanitarian crisis caused by the movement of people understandably seeking refuge in Europe has generated heartfelt concern from the local Reading community who continue to make good will offers.

Reading City of Sanctuary Group, was launched in October 2014 to spread the 'sanctuary message' of welcome and inclusion across all spheres of society. The Council passed a formal motion of support for support for Reading as a 'City of Sanctuary' on 18 October 2016.

5.0 Requirements of the Contract

5.1 Service to be provided and tasks to be performed.

The Contractor will deliver the following functions in accordance with the Statement of Requirements set out in the SRP Funding Instruction (1 April 2016 - 31 March 2017).

5.1.1 Pre-Arrival

Housing to be prepared before arrival	Ensure that the accommodation is furnished appropriately with food storage, cooking and washing facilities.
	Ensure that the Beneficiaries are registered with utility companies and ensure that arrangements for payments are put in place (no pre pay/card accounts).
Schooling	Ensure that school uniforms are provided
Donations	Source and sort out donations of items and financial contributions to minimise the costs of the above i.e. food, furniture and school uniforms, warm clothing and 'luxury items'
English and Literacy Classes	Arrange ESOL classes for each beneficiary before arrival, engaging with existing providers to fully understand how they can contribute a package of literacy and ESOL
Meet with relevant faith community	Engage with faith communities in Reading
Welcome Pack for Reading	Provide a translated welcome pack of information about the locations of doctors, shops, libraries, civic offices etc.
	Provide a physical welcome pack including: Library Cards, International Sim Cards, Clothing Donations etc.

5.1.2 Arrival Day

Airport	Prepare a risk assessment and timetable for Arrival Day. They will provide a case worker, first aid, interpreters and supplies as appropriate to travel to and receive families from the airport. They will accompany them to their new home.
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5.1.3 Post Arrival

Cash/Clothing Allowances	Provide cash/clothing allowances for each Beneficiary of £200.
Accommodation Briefings	Provide briefings on the accommodation and health and safety issues for all new arrivals.
Emergency Contact Point	Provide an emergency contact for the Beneficiaries from arrival.
Allocated Case Workers	Provide a specific case worker to work in a frontline capacity with the Beneficiaries throughout the scheme. The case worker will be able to give 1:1 support and help with integration.
Benefits and Services	Provide advice and assistance with registering for mainstream benefits and services. This will include: Other advice and information giving agencies. Assisting with registration for and collection of Biometric Residence Permits following arrival. Attending Local Job Centre Plus appointments for benefit assessments Registering with a local GP Advice around and referral to appropriate mental health services and to specialised services for victims of torture as appropriate. Providing assistance with access to employment.
Support Plan	Put in place a support plan for each family for the 12 month period of their support to facilitate their orientation into their new home/area. This should include high level support in initial phase moving to integration over the 12 month period.

English Language Classes	Make arrangements for the provision of English language classes which Beneficiaries should be able to access within one month of arrival. This should be provided following an assessment to determine the appropriate level of provision. This provision should be delivered by accredited English for Speakers of Other Languages (ESOL) provider. This ESOL provision should be made available until such time as suitable mainstream provision becomes available or until 12 months after arrival (whichever is sooner).
Interpreting Services	Support the Recipient with interpreting services throughout the 12month period. Provided the above support through a combination of office based appointments, drop in sessions, outreach surgeries and home visits.
Special Needs/Community Care Needs	Provide support as required to beneficiaries to meet any specialist support needs - from ensuring the relevant information is available to assisting with access relevant services and appointments as required.
Days Two and Three	The Contractor's Caseworker will meet with the Beneficiaries and show them around the local area. They will support them to complete all legal and administrative work including applications for mainstream benefits, bank accounts, GP and dental registration/appointments, school admissions.
Weeks 1-2	Provide the Beneficiaries with high level of daily support for the first two weeks.
Review meetings	Hold Review meetings with the recipients in months One, Two, Six, Nine and Twelve.

5.3.4 General Requirements

Hours of Operation	Perform normal business during the hours of 09:00 - 17:00 on working days Make Out of Hours provision for the beneficiaries.
Premises	Ensure that all Premises it uses to deliver the Programme elements meet all regulatory requirements and be suitable for purpose.
Develop maintain and implement procedures.	Develop, maintain and implement procedures including a procedure for Beneficiaries to complain about the service provided by the contractor.

Personnel Standards	Ensure that the recruitment, selection and training for its staff including persons employed by or as agents or sub-contractors, are consistent with the standards of service required for the performance of the service.
Training and Equipment for Staff	Fully equip and train staff to ensure they are able to fulfil their roles and ensure that appropriate and sufficient security provisions are made for all staff undertaking face-to-face activities.
Staffing Levels and Security	Ensure that staffing levels are appropriate at all times for the purpose of the service and ensure the security and well-being of all Beneficiaries, dependent children and its staff.
Applications of Employment	Ensure that all applicants for employment in connection with the Requirement are obligated to declare on their application forms any previous criminal convictions subject always to the provisions of the Rehabilitation of Offenders Act 1974.
Staffing and Immigration Law	Ensure that all staff including volunteers and sub-contractors, employed or engaged have the right to work in the United Kingdom under applicable immigration Law.
Staffing and Disclosure and Barring Service Checks	Ensure that all Staff (including volunteers and sub-contractors) Disclosure and Barring Service checks are undertaken on any potential Staff member. The results of such checks must be known before any employee undertakes duties requiring contact. Where such checks reveal prior criminal convictions that might reasonably be regarded as relevant to the appropriateness of the individual to have unsupervised access, particularly to children under the age of 18, or where such checks are not possible because of identification issues, the Recipient shall follow its internal policy and carry out an appropriate risk assessment before an offer of employment is made.
Staffing and National Child Protection Guidelines and Area Protection Committee Guidance and Procedures	Ensure that all Staff (including volunteers and sub-contractors) who are likely to have unsupervised access to children under the age of 18 have been instructed in accordance with National Child Protection Guidelines and Area Child Protection Committee guidance and procedures.

Staffing and Immigration advice	Ensure that all Staff (including volunteers and sub-contractors) providing immigration advice should be known to the Office of the Immigration Services Commissioner (OISC) in accordance with the regulatory scheme specified under Part 5 of the Immigration & Asylum Act 1999. The contractor will use all reasonable endeavours to ensure that Staff do not provide immigration advice or immigration services unless they are “qualified” or “exempt” as determined and certified by OISC.
Details of Staff	On request, provide Reading Borough Council with details of all staff (and volunteers and sub-contractor agents) delivering the service in this schedule.
	On request, provide Reading Borough Council with CVs and/or job descriptions for all members of staff selected to work on the project.
Computer Misuse Act	Use all reasonable endeavours to comply with the requirements of the Computer Misuse Act 1990
Data Protection Act	Comply with the provisions of the Data Protection Act 1998.
Information Sharing	Share relevant information on the delivery of the service and on Beneficiaries by signing a Sharing of Information Protocol with relevant deliverers of the Syrian Vulnerable Persons Resettlement Programme.
	Require Beneficiaries to sign a consent form to confirm their willingness to share personal data with executive bodies and relevant deliverers of the programme. The contractor will retain these forms and will allow inspection by the Council or the Home Office as requested.

Reading Borough Council will:

Partnership Meetings	Hold regular meetings of all partners who will be directly involved with resettling Syrian Refugees through the SVPRS.
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SVPRS Management	Manage the roll out of the program. Host and chair Case Management meetings.
Case Analysis	Explore the needs and costs of each case presented by the Home Office and establish if the Council is equipped to accept the case.
Medical Needs to be Identified	Assess medical needs for each Beneficiary.
Accommodation	Arrange accommodation for the arriving Beneficiaries which meets local authority standards and which will be available on their arrival and is affordable and sustainable.
School Places	Arrange school places and brief schools on the specific needs of the Beneficiaries

5.2 Resource requirement

The following is an example breakdown of the resources required to fulfil the contract, including details of staff required. It is expected that all paid staff are compensated at the rate of the Living Wage Foundation.

This resource example is assumes 3 families arriving each year comprising 6 people in each family.

Based on 3 family units of 6 persons each per annum	Total Cost £	Fixed/Moving
Staffing and Volunteer Costs	18,200	
<i>Caseworker</i>		Fixed ³
<i>Travel Costs Volunteers and staff</i>		Moving ⁴
<i>Staff and volunteers training costs</i>		Fixed
<i>Equipment</i>		Fixed
Meet and Greet and Initial Welcome Package	7,400	
<i>Transport to and from Airport</i>		Moving
<i>Groceries Pack and food for Day 1</i>		Moving
<i>Cash & Clothing Allowance</i>		Moving
<i>Decorate property/ Welcome Box (up to £1,000 per family)</i>		Moving
Service Delivery	3,300	
<i>Venue Hire</i>		Moving
<i>Interpreting costs</i>		Moving
<i>Translation costs for Welcome information pack</i>		Fixed
Management and Infrastructure Support	4,100	
<i>Service Manager - direct management</i>		Fixed
<i>Organisational Support/Overheads</i>		Fixed
Total Annual Budget	33,000	

³ **Fixed costs:** remain the same regardless of number of families, or number of members per family unit.

⁴ **Moving Costs:** dependent on number of families and number of members per family unit.

5.3 Performance standards

5.3.1 Key Performance Indicators (KPIs)

Anticipated Outputs/Outcome - Performance Measures

- 1 How much did we do?
 - 1.1 The number of individuals supported
 - 1.2 The number of Personal Integration Plans created
 - 1.3 The number of checklists for initial weeks completed with individual family/beneficiary
 - 1.4 The number of goals agreed with family using BRC Top3Goals (T3G) tool completed (up to per family/individual to be completed at each Phase)
- 2 How well did we do it?
 - 2.1 % Personal Integration Plans created with input from client
 - 2.2 % Beneficiaries fully engaged with Personal Integration Plan
 - 2.3 **End of 12 month programme** - % Beneficiaries reporting satisfaction with support provided
- 3 Is anyone better off?
 - 3.1 % Beneficiaries showing positive experience on Service User Experience forms.
 - 3.2 % Beneficiaries achieving agreed goals at each planned phase.
 - 3.3 % Clients accessing work based training/volunteering by Phase 3

5.3.2 Home Office evaluation information

The contractor will provide to Reading Borough Council information required by the Home office to evaluate the programme to increase understanding of refugees' experience of being resettled, and build an evidence base to assess the impact of continued developments in resettlement practice. This information will be provided at month 2 and month 12 of each arrival.

5.4 Contract Management

The Contract will be managed by the Policy and Voluntary Sector Manager, Reading Borough Council.

Procurement Timetable

	Start date	End date
Potential bidders consultation meeting		19/12/2016
Final date for potential bidders comments on the draft specification		30/12/2016
Publish Advert and ITT		18/01/2017
TENDER OPENS		18/01/2017
Last day for receipt of questions		16/02/2017
Written questions and responses circulated to bidders		21/02/2017
TENDER CLOSES		27/02/2017
Selection Criteria applied - to remove candidates using pass/fail criteria.	28/02/2017	01/03/2017
References return		06/03/2017
Award Criteria evaluation, including testing and analysis	07/03/2017	08/03/2017
Standstill period	09/03/2017	30/03/2017
Award Contract		11/04/2017
Mobilisation		01/05/2017