**Service Specification**

**Voluntary Sector Coordination Service**

**To Provide Strategic Representation, Development and Capacity Building for the Voluntary and Community Sector**

**1.0 AIM**

1.1 The provision of a service which provides strategic representation, development and capacity building for the voluntary and community sector to enable it to become more sustainable, effective and strategically engaged with the local priorities of the CCG, Council and their partners.

1.2 This service will support the priorities identified in the Health and Wellbeing Plan.

**2.0 AMOUNT AVAILABLE**

2.1 The maximum value of the contract per year over the initial 3-year term is £120,000.

3.0 **SERVICE USERS**

3.1 The service will be provided to the following service users:

1. Local, regional and national voluntary organisations, where they are seeking to benefit Wandsworth residents.
2. Voluntary (including Community Interest Companies) and community organisations seeking to develop or who are operating social enterprise trading models
3. Individuals and informal groups who want to make a difference and get involved in civic life, and this is referred to, within these proposals as the community sector
4. Individuals who live or work in the borough who want to contribute to the local community through volunteering
5. Residents of the Borough.

**4.0** **SERVICE DESCRIPTION**

4.1 XXXXXXXXXXXXXXXXXXXX

**5.0 SERVICE OUTCOMES**

5.1 Ensuring better communication and understanding between the voluntary sector, the Council and the CCG;

5.2 Creating a more coordinated, better connected third sector, by acting as a preliminary intermediary between the sector, the Council and the CCG.

5.3 Helping to identify to the Council and the CCG how resources allocated for the voluntary sector can be deployed most effectively.

5.4 Supporting the commissioning of services from the voluntary sector to help ensure the process is transparent and equitable.

5.5 Collating verifiable evidence of the impact and value of voluntary sector contributions towards the Council and CCG’s health and social care objectives, including improved preventative outcomes and a reduction in health inequalities;

5.6 Working collaboratively to build a viable and sustainable voluntary sector; and Voluntary sector preventative offer

5.7 Offering light- touch capacity building support to smaller organisations/groups to help them become better connected, more resilient and a more viable proposition for funding and investment.

5.8 A vibrant, independent and prosperous voluntary and community sector which:

1. listens to, understands and responds to local need and improves quality of life
2. is diverse and covers a wide range of sectors
3. sustainable, effective and strategically engaged with local priorities
4. is inclusive.

5.9 Avenues of communication within and between the whole sector and statutory partners are clear and well understood.

5.10 Voluntary and community sector is well informed about the CCG and Councils priorities and is engaged and represented within strategic partnerships and operational planning processes.

5.11 Wandsworth is an environment where new ideas for meeting local needs from individuals and voluntary organisations can flourish.

5.12 A financially sustainable, high performing and robust voluntary and community sector which is responding positively to local needs.

5.13 A diverse marketplace for statutory commissioners and individuals that is fit for purpose including voluntary organisations, social enterprises, small businesses with a social purpose and community led services.

5.14 There is collaboration between voluntary sector providers, private and public sector in the development and delivery of services.

5.15 Voluntary, community and small businesses with a social purpose attract new financial resources into the Borough in the form of grants, contracts, voluntary and self-generated income.

5.16 Voluntary and community organisations are user focused and can use the experiences of their customers to improve services.

**6.0** **SERVICE REQUIREMENTS**

6.1 The needs of the voluntary sector are served by the provision of capacity building services. The primary focus of this service is to meet local health and social care priorities. However, this service will also be provided to other service related sectors including, but not limited to, health and social care, culture, leisure, children and family services and environment.

5.2 The Service Provider recognises that different organisations need different levels of support and intervention to achieve their organisational aims at different times; we therefore require a flexible approach in delivering services.

5.3 The Service Provider is required to work with local, regional and national infrastructure agencies to ensure all elements of the specification are met and that services complement other provision.

5.4 The Service Provider will support and facilitate peer challenge, support and reflection for the local voluntary sector in meeting national and local statutory agendas, through maintaining a visible and respected profile locally, and clear communication channels between the statutory and voluntary sector.

5.5 The Service Provider promotes the positive contribution that the voluntary and community sector and volunteering makes to life in the borough and raises awareness of its contribution amongst key stakeholders (residents, business, councillors, statutory agencies etc.)

5.6 The Service Provider demonstrates innovation and a sustainable model for delivering capacity building services.

**6.0 DELIVERY AND STAFFING**

6.1 As a minimum the Service Provider will need to meet the following service delivery arrangements:

1. Available in normal office hours and out of office hours as required to meet service requirements as specified.
2. Offer services via telephone advice, appointment system, online provision and signposting to appropriate support services. Services are to be fully accessible to people with specific communication requirements, and delivered in appropriate locations across the borough that are accessible for local voluntary organisations, and raise the profile of specific neighbourhoods.

6.2 The Service Provider will ensure that staff are appropriately trained to deliver capacity building support to the voluntary and community sector.

6.3 The Service Provider must ensure that all appropriate staff have relevant Disclosure and Barring Service (DBS) checks and are regularly checked/updated.

6.4 The Service Provider will encourage and promote volunteer roles within its organisation and across the sector.

6.5 The Service Provider will work to a recognised performance standard for local development and capacity building organisations.

**7.0** **ROEHAMPTON (CAPACITY BUILDING PROJECT)**

XXXXXXXXX

**8.0 SOCIAL PRESCRIBING**

XXXXXXXXX

**9.0 SAFEGUARDING**

XXXXXXXX

**10.0** **SOCIAL VALUE**

XXXXXXXX

**11.0 CONTRACT STRUCTURE**

11.1This contract is one Lot. The contract will be held by the CCG.

11.2 The CCG and Council have described these services using an outcomes based approach with some key deliverables (see Appendix A: Service Deliverables). The CCG and Council are inviting prospective Service Providers to demonstrate in their method statement how they will achieve these outcomes and measure success. Method statements will form part of the evaluation process and the approved method statement will be bound into the contract with the successful Service Provider(s) and form part of the contract obligations.

11.3 Prospective Service Providers are required to demonstrate how they will meet service outcomes and deliverables. These will form part of the evaluation process and will be incorporated into the contract documentation for the successful Service Provider.

12.0 **MOBILISATION PERIOD**

12.1 During the contract mobilisation period the Service Provider will appoint a named person as the Contract Manager for all aspects of communication with the CCG. The CCG’s XXXX XXX XX is the point of contact on a day to day basis for all matters concerning this contract.

12.2 The Contract Manager will jointly develop an Annual Work Plan during this period for the Service Provision, with the CCG which delivers against the outcomes described within this specification but with refreshed priorities for each year in response to identified need.

12.3 The Contract Manager and the XXXX XXX XX would meet monthly for Service Review Meetings. The format of these meetings will be finalised during the mobilisation period.

12.4 The contract would be managed through contract review meetings and performance monitoring. At the contract review meetings contractual issues such as service provider performance (based on information gathered from performance monitoring and service review meetings), payment, and escalated issues from the service review meetings will be addressed.

12.5 Performance monitoring will be based on progress against the services listed in each of the respective service specifications below and such further information as proposed in the Tender Response and subsequently agreed during the mobilisation period.