**Specification Document:**

Refresh of you’re welcome quality criteria accreditation process

1. **Introduction**

* Public Health England (PHE), NHS England and Department of Health are all committed to delivering accessible and high quality care to young people across the whole system. The You’re welcome Quality Criteria need to therefore be applicable to **all** areas and we working in partnership to deliver this aspiration and are commissioning a refresh of the YW standards and accreditation process:
  1. PHE is inviting tender applications to undertake the following work:
* Refresh of you’re welcome quality criteria accreditation process to improve access to services service users
* Building on previous consultation work with NCB and [British Youth Council](http://www.byc.org.uk/media/75447/byc_school_nurse_report_web.pdf);
  1. To review the standards and refresh in light of current priorities, for example mental health and wellbeing and CSA
  2. Scope options and identify key components of a refreshed streamlined approach to accreditation including a refreshed toolkit;
  3. Identifying good practice examples from across the 4 regions to illustrate localization and local ownership of the process – including links to commissioning and improved outcomes;
  4. To consider the feasibility of, and considerations for wider roll-out.

1. **Background**
   1. PHE is the expert national public health agency which fulfils the Secretary of State for Health’s statutory duty to protect health and address inequalities, and executes his power to promote the health and wellbeing of the nation.
   2. PHE has four key functions to protect and improve the health of the population, achieved in part through building the capability and capacity of the public health system. This is done by working with national and local government, the NHS, industry, academia, the public and the voluntary and community sector.
   3. Increasing access to services for young people is vital if we are to improve health outcomes. The engagement of children and young people forms part of PHE’s commitment to raise the profile of the public health of children and young people and to support improved outcomes through community engagement. This also builds on the Best Start commitment from PHE and Children and young people’s health improvement through youth voice
   4. This work is a partnership collaboration between PHE, DH and NHS England
2. **Context**
   1. This work builds on the national You’re Welcome Standards add link please, which are endorsed by the WHO.
   2. Children and young people utilise and frequent many components of the health services, often their views are overlooked and not routinely sought. [Evidence indicates](http://www.byc.org.uk/media/75447/byc_school_nurse_report_web.pdf), young people can make excellence contributions to service improvement if they are supported and encouraged to do so.
   3. The YW standards provide a clear framework for ensuring services locally meet the needs of young people and improves access, particularly vulnerable and at risk groups .
   4. The YW brand is well recognised as an indication of quality by commissioners, providers and young people; however the current accreditation process has been reported as a barrier.
3. **Aims and Objectives** 
   1. *Aims* 
      1. The over-arching aim is to improve access to services for young people
      2. To review the standards with young people and refresh in light of current national priorities
      3. To develop a streamlined accreditation process which builds on the core standards and retains the quality associated with the brand;
      4. To identify good practice which can be shared to illustrate what can be achieved locally;
      5. To produce a comprehensive report that presents an appraisal of the intelligence gathered and makes helpful recommendations for the wider application of a sustainable streamlined approach
   2. *Objectives*
      1. To gather intelligence from the consultations that have been undertaken to ensure understanding of the barriers
      2. To identify core elements of a refreshed standards and streamlined process and test with stakeholders
      3. To identify examples of good practice and consider the transferability of these across other localities
      4. To develop a toolkit for providers and service users and to develop an evaluation framework for the toolkit. To engage with the key
      5. To obtain and analyse all relevant data eg: from stakeholder engagement methods, from data captured through the tool itself, and to appraise and interpret this data to inform further work
      6. To produce a full report for use by the PHE, DH & NHS Eng teams to inform future working
4. **Standard information for applicants**
   1. The sections below provide standard information on different aspects of the project and will contain details relevant to your application.
   2. *Governance Issues*
      1. Day-to-day management of the evaluation will be by an identified project lead within the provider organisation.
      2. The successful provider must adhere to the Data Protection Act (1998) and the Freedom of Information Act (2000). Effective security management, and ensuring personal information and assessment data are kept secure, will be essential. In particular:
   3. *Risk Issues and Management*
      1. Applicants should submit, as part of their application, a summary explaining what they believe will be the key risks to delivering this project, and what contingencies they will put in place to deal with them.
      2. A risk is defined as any factor which may delay, disrupt or prevent the full achievement of a project objective. All risks should be identified. The summary should include an assessment of each risk, together with a rating of the risks likelihood and its impact on a project objective (using a high, medium or low classification for both). The risk assessment should also identify appropriate actions that would reduce or eliminate each risk, or its impact.
5. **Public Health Workforce Involvement** 
   1. The provider will be undertaking direct engagement with public health professionals and the wider workforce, for example school nurses, youth workers, sexual health services, CAMHs .

NB the process must also include engagement with young people and all stages must reflect the voice of service users

1. **Reporting Arrangements**
   1. The PHE lead for this project will be Wendy Nicholson, Lead Nurse, Children, young people and families and Jess Hubb, Business Lead for the Chief Nurse Directorate will liaise with the provider lead and provide day to day support from PHE.
   2. The provider will be expected to meet with the PHE lead at the initiation, and at regular intervals throughout the work, to discuss access to key stakeholders, and methods of data capture.
2. **Dissemination**
   1. The intellectual copyright to the final report will be that of PHE on behalf of the Department of Health and NHS England .
3. **Budget and Timescale**
   1. The evaluation has a budget of up to £45,000 including VAT.
   2. The toolkit and evaluation must report by 30th April 2015.
4. **Application Process** 
   1. Applications should be submitted electronically through the Bravo portal and include the following documentation:
5. Supporting statement setting out establishing suitability to undertake the project.
6. Outline project plan & methodology
7. Risk statement
8. Budget
9. Project team CVs
   1. Applications will be reviewed by an internal PHE panel, together with colleagues NHS England and the Department of Health and candidates will be informed electronically of the result.
   2. If two applications are scored identically then both applicants will be invited to a verbal presentation.
10. **Selection Criteria**
    1. Criteria used by members of the review panel to assess applications for funding from the project include:

* RELEVANCE of the proposed evaluation plan and methodology to the aims and objectives of the project
* QUALITY of the work plan and proposed management arrangements
* STRENGTH of the project team
* IMPACT of the proposed work
* VALUE for money (justification of the proposed costs)
* INVOLVEMENT of key stakeholders

1. **Timetable**
   1. It is anticipated that commissioning of this project will occur to the following timetable:
   2. It is anticipated that commissioning of this project will occur to the following timetable:

* Issue of invitation to tender 25th January
* Deadline for receipt of applications: 1st February 2016
* Notification of outcome of applications review: 3rd February 2016
* Award of contract: 4th February
* Project completion: 31st April

1. **Contacts** 
   1. Questions regarding this tender can be directed via the Bravo platform.