Part A

PEDPS Order Form Cover Sheet

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| **Contract Number:** con\_24460 ***MOJ Commercial*** ***office*** ***use only*** **CALL OFF START DATE:** 18/11/2024 **CALL OFF EXPIRY DATE:** 31/03/2026**From the ("Buyer "):** The Secretary of State for Justice**ADDRESS FOR NOTICES TO THE BUYER**As set out at the top of Part B to this Order Form or email address: [ ]And the Provider shall send a copy of all notices to the Authority to:1. [REDACTED]
 |

**To be completed by the ("PROVIDER")**

Name: Pact (Prison Advice and Care Trust)

**Registered Address: 29 Peckham Road, London SE5 8UA**

**Registered Number: 00356443**

This Order Form, when completed and executed by both Parties, forms a Call Off Contract. Completion and execution of a Call Off Contract may be achieved using an equivalent document or electronic purchase order system. The text below should be copied into any electronic order forms.

**DPS CONTRACT: *MOJ Commercial*** ***office use only***

This Order Form is issued in accordance with and subject to the provisions of the Prison Education DPS Contract with the reference number con\_24460 dated 11/11/2024 for the provision of the services.

**CALL OFF INCORPORATED TERMS**

The following documents shall be incorporated into this Call Off Contract. If they conflict, the following order of precedence shall apply:

1. This Order Form other than the paragraph entitled "Call Off Tender".
2. The Core Terms (v.2.0) and Schedule J1 (Definitions)*.*
3. The following Schedules (each taking equal precedence):

J2 (Contract Management)

C2 (Charges)

C1x (Staff Transfer) (TUPE Likely/ Unlikely to apply)

1. The paragraph of this Order Form titled "Call Off Tender" provided that any parts of the Call Off Tender which offer a better commercial position for the Buyer (as decided by the Buyer) shall take precedence over the documents above.

No other terms whether written on the back of, appended to this order, or presented at the time of delivery shall form part of the Call Off Contract.

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| **For and on behalf of the Provider[[1]](#footnote-2)** | **For and on behalf of the Buyer** |
| Signature: | [REDACTED] | Signature: | [REDACTED] |
| Name:  | [REDACTED] | Name:  | [REDACTED] |
| Email: | [REDACTED] | email: | [REDACTED] |
| Role: | [REDACTED] | Role: | [REDACTED] |
| Date: | [REDACTED] | Date: | [REDACTED] |

**Charity** registration number: 219278

**Company** registration number: 00356443

##### Part B

##### PEDPS Order Form – Buyer Call-off Order

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| **Standard Information**  |
| **Establishment(s):**  | HMPPS - Greater Manchester Probation Service |
| **Service Category:** | PEDPS PEDPS.16 Resettlement  | **Senior Business Owner:**  | [REDACTED]– [REDACTED][REDACTED]– [REDACTED] |
| **Senior Responsible Owner** | [REDACTED]- [REDACTED] |
| **Buyer Invoicing Address:** | SSCL- National Offender Management Service, PO Box 741, Newport, Gwent, NP10 8FZAPinvoices-NMS-U@gov.sscl.com |
| **Buyer IT Security Policy** | <https://security-guidance.service.justice.gov.uk/it-security-policy-overview/#it-security-policy-overview>;  |
| **Buyer IT Assurance Statement** | N/A |

The Services to be provided under this Call Off Contract are set out below, together with the Bidders response in Part C PEDPS Order Form – Provider Bid Template.

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| **INTRODUCTION – Please note that this is a service that will be delivered in the Community.**We now have an opportunity to invite applicants to submit their innovative and creative proposals in relation to the provision of a Trauma-Response Service in the community that will see high quality support delivered to people on probation in Manchester.The successful provider will work closely with Manchester North and Manchester South Probation offices and shall deliver a service that meets the needs of those people on probation who may have chaotic lifestyles, lack direction and/or find it difficult to engage with support services to break the cycle of reoffending.We are looking for a provider to deliver trauma-responsive support work for individual people on probation (from a range of vulnerable groups), and to support other organisations in their efforts to make their own activities “trauma responsive”. The provider will work in probation offices and in the community and will deliver a service for people on probation who have been in the care system, victims of racial discrimination and/or suffered experiences in their lives that have led to trauma and who are in contact with the Criminal Justice System. They will work with those who have experienced unfair treatment which hinders their ability to develop trusting relationships with other people. In Manchester we have people on probation experiencing trauma to varying degrees and with wide ranging impacts, who will benefit from trauma-responsive support due to being in the care system or from suffering racial discrimination. We are looking for a provider that can support people on probation with a range of specialised resources and tools that is tailored to address their individual needs. People on probation will have different levels of complexity within their lives and experiences. In many cases people on probation will also have been a victim of crime and or trauma”. We are looking for a provider that can identify this and give people the right support at the right point in their recovery journey and reduce the symptoms of trauma that lead to risk taking and harmful behaviors.**BACKGROUND** Often people think that trauma is a huge one-off incident that someone has experienced, however, research means that we now understand that it can also be a series of small incidents throughout the formative years that lead to negative health and socio-economic outcomes in adulthood. Trauma is linked to our ability to stay physically, emotionally, and mentally well, particularly in times of adversity. Working to understand the prevalence of trauma in each area will in some instances be the first step. Trauma can be a result of a person experiencing a disturbing or distressing event, either in childhood or adulthood and can leave a lasting impact on a person’s physical wellbeing and/or mental health. We tend to think of trauma brought on by a major event such as sexual abuse in childhood or rape in adulthood, but it can also be caused by negative event’s such as bullying, divorce of parents, a medical procedure, relocation or moving frequently. Effects on a person’s emotional wellbeing may not show until this starts to have a negative impact on their day-to-day life. These (and other) events, especially in a person’s childhood, can dramatically impact how we learn to interact with the world. **PURPOSE (OVERALL AIMS)**The overall aims of this service are:* Interventions for a continuous caseload of 20 people on probation in Manchester (as people on probation drop off/complete, a further referral will be taken) who have been in the care system and/or suffer racial discrimination or unfair treatment resulting in trauma that is preventing them from moving on with their life.
* 1-2-1 consultations for staff holding complex caseloads with a history of trauma.
* To aid the resettlement, reintegration and ultimately, reduction in reoffending by people on probation by delivering trauma responsive behaviour change solutions.

**THE SERVICE*** The successful provider will deliver all aspects of the service (including workbooks/materials) to people on probation actively engaged in the project, offering them ongoing support, and working with the Probation Practitioner to develop exit strategies as required.
* People on probation will be offered weekly or fortnightly one-to-one, face-to-face sessions.
* The successful provider will continue to work flexibly, with the needs of the person on probation being centre of any support.
* The successful provider will deliver 4 consultant clinics for Probation Practitioners working with this client group, providing specialised training so staff become trauma aware. 20 placements in each workshop will be available to staff.
* The successful provider will work in partnership with other organisations, discussing ongoing referrals with the Probation Practitioner before referring on to other specialised provision where needed.

**This is delicate work and sometimes it must be taken slowly. There will be no limit on the number of sessions a person on probation can access.****SERVICE OBJECTIVES (DESIRED OUTCOMES**The outcomes that will be measured for this service will be: * People on probations will be better able to regulate emotions.
* There will be a reduction in harmful behaviour towards self and/or others.
* People on probations will report an increased sense of hope and resilience.
* People on probations will be more engaged in their interactions and their rehabilitation plan with their Probation Practitioner.
* People on probations will be demonstrating a calmer demeanour and a rational approach to managing difficulties.
* Staff will report an increased knowledge base of trauma.
* Staff will report increased confidence in addressing trauma effectively with their people on probation.

**Evaluation:*** + People on probations will complete a ‘distance measurement tool’ at the start and at the end of the intervention.
	+ Staff will be asked to complete a survey in relation to the training on completion.
	+ The data collected throughout the life of the project will form an end of project evaluation report. All data will be anonymised to ensure compliance with Data Protection policies and protect the person on probations confidentiality.

**LEVELS OF SERVICE** * % of People on Probation starting intervention
* % of People on Probation completing intervention
* Progress of people on probation using a monitoring tool, for example, Outcome STAR
* **Supplier will provide monthly data on:**
	+ Numbers People on Probation seen.
	+ Numbers of sessions delivered.
	+ Numbers of People on Probation who declined.
	+ Number of completions.
* **Supplier will produce an end of service report detailing:**
* Number of People on Probation seen.
* Numbers of Sessions delivered.
* Distance Travelled
* Feedback from Probation Practitioners and People on Probation.

**ELIGIBLE/TARGET COHORT - PERSONS ON PROBATION**All people on probation in Manchester North and Manchester South who:* Have been in the Care system.
* Who have experienced racial discrimination.
* Who suffer from trauma as a result of the above.

**REFERRALS, NOMINATIONS AND ACCESS ROUTES/MECHANISMS**The person on probation will be referred to the service by their Probation Practitioner. A referral process will be agreed with the successful provider. All referrals will be made via a secure email address.**HOW PERSONS ON PROBATION’ NEEDS WILL BE MET**Completion of the service will improve a person on probation’s motivation for engagement and provide them with relevant skills and knowledge to live better independently and avoid reoffending.**RISK ASSESSMENT and EXCHANGE OF INFORMATION** To ensure that staff and other people on probation and the wider public are safe throughout the intervention, information will be shared according to protocols agreed by the Parties in the Data Sharing Agreement.**EVALUATION**The provider will be required to provide an evaluation including the number of referrals, starts and details of successful completions and outcomes together with any barriers as to non-completions. **REPORTING MODEL*** A monthly report will be required from the successful provider to include, but not limited to:
* A cumulative cohort list (spreadsheet) must be included with the monthly report showing attendees by name, CRN number, referral date, start date of each session attended, end date and reason for end date (completed / Failed to Attend)
* Monthly report to include any added value, service user feedback and impact on rehabilitation of people on probation.

The above will feed-into a monthly meeting between HMPPS and the successful provider.**QUALITY OF SERVICE**The provider will continue to work alongside GMPS staff to identify cases, share information as required and offer a quality service to all people on probation referred into the service: * The provider will ensure that all legislative procedures applicable to the service are adhered to and implemented as appropriate.
* HMPPS Contract Management team will oversee the contract and carry out assurance checks.
* Staffing issues or system failures that impact on service delivery will be discussed with HMPPS and the provider. The provider will make any variations to this agreement to ensure outcomes are still met.
* The successful provider will ensure that all staff working on this contract are appropriately trained.
* The provider is responsible for ensuring reasonable skill, care and diligence are exercised in carrying out the services properly and efficiently in accordance with this agreement.

**ELIGIBLE/TARGET COHORT - PERSONS ON PROBATION*** People on Probation living in Manchester that have been in the care system, and/or suffer racial discrimination or unfair treatment resulting in trauma that is preventing them from moving on with their life.
* The provider will hold a case load of 20 People on Probation at any one time.

**REFERRALS, NOMINATIONS AND ACCESS ROUTES*** All referrals to be made by the Probation Practitioner to the provider via a CJSM mailbox.

**SERVICE AVAILABILITY AND LOCATION*** The provider will co-locate in the Redfern Building, Manchester where direct referrals can take place and communication between the provider and/or the Probation Practitioner and/or the person on probation.
* Where appropriate, meetings can be held in the community to meet the needs of the person on probation (in a public place).

**COMMUNICATION REQUIREMENTS*** Monthly contract review meetings will take place to discuss all successful outcomes and address any areas for improvement. Reports on attendance and engagement of the service by the person on probation will be fed back to the Probation Practitioner by the provider within 24 hours of the appointment date.
* The provider will update the Probation Practitioner after every appointment on the support of the person on probation, distance travelled, well-being, attendance etc.
* Any risk issues identified by the provider must be reported to the Probation Practitioner / referring officer immediately.
* Safeguarding concerns to be raised and communicated following relevant safeguarding policies. The supplier will immediately inform the probation service if a Person on Probation removes themself from the programme.
* The provider will work in partnership with other specialised organisation needed to support people on probation referred into the service.

**SAFEGUARDING**There shall be an expectation that the Provider will contribute to child and adult safeguarding requirements including incorporating common assessment frameworks. All providers and practitioners shall be expected to be fully trained in all areas relating to safeguarding for example, adult, child, and domestic violence. **PROTECTED CHARACTERISTICS**The service will be expected to work with a variety of People on Probation and provide a tailored service that meets different needs of people on probation, including but not exclusive to; race, age, gender, disability, learning disability, neurodiversity. **HMPPS VETTING REQUIREMENTS**All staff working on the contract will need to be vetted to Enhanced Level1 (completed by HMPPS).**CYBER ESSENTIALS**Provider will hold as a minimum, Cyber Essentials. |
| **HMPPS Requirement****The Bidder’s response, their bid, as at Part C PEDPS Order Form – Provider Bid Template will be evaluated against your requirement, the Specification, here.**  |
| **Delivery information** The detail provided below is for the Bidder’s information only. It is still an important part of the overall specification to help Bidders understand what you require, and it shall form part of the Contract.  |
| **Timescale** NB The Contract shall start once vetting has been completed successfully but prior to any mobilisation activity. **Bidders shall detail in their tender, which staff they intend to provide, and confirm their ability to meet the contract start date, considering staff vetting. If the contract start date above cannot be met a later realistic start date must be provided.**  | **Contract Start Date:** 18/11/2024 | **Contract Duration:**  Firm End Date 31/03/2026 |
| **Timescale**(**key milestones or sub timescales)** | **Key milestones/sub timescales:** Day 1 referrals.Exit plan received within the first 3 months of the contract. Outlining 4-weeks exit plan, allowing 4-weeks for the final referrals to be seen.  |
| **People on Probation numbers** Stipulate how many People on Probation the provision shall be for. Give precise numbers and explain clearly what the numbers relate to.  | **Minimum:*** 20 people on probation to Start on provision and receiving a service at any one time. As a person completes or drops off providers caseload, a further person can be referred into the service.
 | **Maximum:*** 20 people on probation to Start on provision and receiving a service at any one time. As a person completes or drops off providers caseload, a further person can be referred into the service.
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| **Delivery hours/days**Stipulate the proposed delivery requirement. Give as precise details as you can, e.g., hours per day, days per week, weeks per course, etc.  | **Minimum:**Weekly appointments will be carried out between the provider and the person on probation.  | **Maximum:**Weekly/fortnightly appointments will be carried out between the provider and the person on probation. |
| **Course/Cohort requirements**  | Minimum per Cohort/courseThis is a 1:1 service – the successful provider will hold a caseload of 20 people on probation at any one time who will be receiving a service. | **Maximum per Cohort/course**This is a 1:1 service – the successful provider will hold a caseload of 20 people on probation at any one time who will be receiving a service. |
| Cohort Characteristics | Cohort CharacteristicsAll people on probation who have been in the Care System, Suffered from Racial Discrimination and suffers from Trauma will be eligible for the service.All complexity levels, high, medium and low complexity will be eligible for the service. |
| **Relevant (local) key policies and procedures** List the specific key policies and procedures in place at the Establishment that the successful Provider shall need to understand and adhere to. | **Relevant (local) key policies and procedures** Information Security policyHMPPS Security Policy |
| HMPPS AssetsInsert details of any assets to be provided to the successful Provider to help them deliver the Services.  | HMPPS AssetsN/A |
| **Delivery Plan**  | **Delivery Plan** **Bidders shall submit a detailed delivery plan to cover all aspects of mobilisation, set-up and delivery following Contract Start Date. This shall include, but not be limited to:*** **Establishing a referral process with HIMMPS staff / local Probation offices.**
* **How you will identify/record nonattendance**
* **Business Continuity/Disaster Recovery plans, (appropriate and relevant to the service delivery), to ensure delivery, (to cover, for example Provider staff absences, (unforeseen or planned), unforeseen issues.**
* **Action taken to provide remedial action should delivery fall below agreed requirement.**
* **How you will ensure points of contact between yourselves and GMPS are agreed and kept up to date**
* **Your protocols for keeping relevant sensitive data/records safe.**
* **Details of Complaints procedures**
* **Exit Strategy**

**The Bidder shall submit the Delivery Plan with the submitted Order Form.** |
| **Management Information (MI) required.** | **Management Information required:****The successful Bidder shall provide MI on the progress of People on Probation. Greater Manchester Probation Service, Contracts Management Team shall monitor the Provider against the MI requested.** **MI monthly report to include but not limited to:*** **Number of referrals received.**
* **Number of People on Probation attended an assessment.**
* **Number of People on Probation started on the service.**
* **Action Plans to be agreed with the Person on Probation/Probation Practitioner and provider.**
* **Number of People on Probation completed the service/outcomes achieved.**
* **Good news stories**
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| **Applicable Key Performance Indicators (KPIs)** |
|  | ***Put a “x” in boxes below to indicate the KPIs that shall apply*** |
| None |  |
| [ ]% of learners achieving accreditation  |  |
| 90% people on probation achieve non accredited outcome  | ***X*** |
| 89% of learners remaining on the course  | ***X*** |
| 90% of learners reporting satisfaction  | ***X*** |

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| Estimated Value of the Contract  |
| £64,000 (Maximum Contract Value) | Contract End Date 31st March 2026 |

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| **Pricing and Payment Mechanisms (evaluated)**  |
| ***The format of payment (only one will apply)*** | ***Put a “x” in a box below to indicate the payment format that will apply*** |
| Price per Learner |  |
| Price per Cohort - as described above  |  |
| Hourly rate |  |
| Fixed price | **X** |
| ***Payment schedule (only one will apply)*** | ***Put a “x” in a box below to indicate the payment schedule that will apply*** |
| One off payment upon delivery (Only applicable to Contracts with a term of 3 months or less)  |  |
| Payment upon delivery of each cohort/course |  |
| Monthly payment  | **X** |
| Monthly payment with additional payment as part of the first month for set-up costs.  |  |

**Part C**

**PEDPS Order Form – Provider Bid Template**

Complete Part C with your response before uploading to Ministry of Justice Sourcing Portal (Jaggaer Portal). **Providers may not alter any information included in Part B PEDPS Order Form – Buyer Call-off Order. Where the Buyer identifies any information has been altered that Provider shall be removed from the competition.** **Providers are strongly advised to request clarification via the Jaggaer messaging tool where there are any queries regarding the requirement in the Order Form.**

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| **Provider Name:** | Pact (Prison Advice and Care Trust) |
| **Providers’ security representative:** | [REDACTED][REDACTED][REDACTED] |
| **Method of payment:**  | BACS to account [REDACTED] |

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| Describe how you intend to meet the requirements of the Specification (Part B PEDPS Order Form – Buyer Call-off Order above)  |
| Enter your response below. Your response shall be evaluated against the requirement of the Specification, (Part B PEDPS Order Form – Buyer Call-off Order) and scored in line with the Scoring Protocol described in the DPS ITT Call-Off Contract. (1000-word limit, if it is considered the word limit is insufficient, (e.g. for LOT wide delivery requirement), Bidders can request an increase via the messaging tool in the Portal. The request shall be subject to Authority approval).Pact has 125 years’ experience supporting people in the CJS. We develop and deliver person-centred and trauma-informed evidence-based services. Our current delivery includes 69 prisons, the six HMPPS regions and Wales, sector-lead provider of HMPPS Family and Significant Other Services (FaSOS), supply chain delivery of CFO Evolution, and Probation Personal Wellbeing CRS which in 2023 supported 2,256 people on probation (PoP).**Experience:**Pact will bring vast experience supporting PoP across all specification requirements. For example:* Currently delivering MOPAC’s ‘Trauma Informed Mentoring’ for 15-18 year-old males, HMYOI Feltham, ‘who have experienced Victimisation and Trauma’.
* From 09/23-09/24 Pact’s FaSOS Caseworkers supported 2,518 service users to achieve 3,764 outcomes, including 551 positive mental health outcomes.
* Extended Community Mentoring Southwest (direct Probation contract): ‘enhanced mentoring’ support: developing PoPs’ emotional wellbeing/resilience, community reintegration.
* Formerly: Transforming Rehabilitation Through the Gate (TTG) and Enhanced TTG Community Mentoring subcontracts, 2015-2021, with 10 CRCs (including North-West CRCs). E.g.:

Wales/Southwest; 01/2020-12/2020:  * + 728 prison leavers received mentoring
	+ 92% engagement in voluntary mentoring
	+ 88% released ‘street homeless’, secured housing

Analysis of 3859 service users (2017-2019):   * + 19% overall reoffending rate
	+ 15% for those receiving mentoring.
* Further specialist experience:
	+ Young male care leavers: ‘Transition2Adulthood’, HMYOI Werrington
	+ Vulnerable: HMP Brixton/HMPYOI Isis: engaged 1,425 men with culturally competent support through imprisonment, up to six months post-release. In 2023, 445 prisoners/PoP completed casework/interventions; 30% care leavers, 67% racially-minoritised.
	+ Women: prison-based Social Workers (Eastwood Park, Send); Resettlement Workers (all women’s prisons).

Services have supported internal/external evaluations, MOPAC and HMPPS data collection/reporting processes. Pact holds ISO27001, Cyber Essentials, and our ECINS case management system is HMPPS-approved.**Service Offer:**Pact’s Mentoring Co-ordinator (MC) will deliver person-centred, trauma responsive 1-to-1 support to a continuous caseload of 20 PoP; providing:**Intensive/Tailored Mentoring:**Pact’s approach will combine our expertise in person-centred relationship-based desistance with our experience in trauma-informed casework and strengths-based mentoring. From first contact, MC will explain the service, its benefits; presenting PoP with choice, stressing engagement is voluntary, that PoP will choose/shape any support they receive. MC will sensitively holistically assess needs/starting points through informal discussion/Q&A, and ‘Justice Outcome Star’ assessment tool; designed for people in CJS, enabling safe/motivational discussions to create an Action Plan, completed pre, mid/post-support to record distance-travelled and outcomes across identified needs and resettlement support/pathways. Collaborative SMART target Action Plans will structure support, record interventions, referrals and milestones, enabling PoP to recognise their own progress.To ensure our service is trauma-responsive to every individual, MC will build meaningful, trusting relationships through:* Being relatable, authentic
* Enabling PoP to articulate their needs/concerns
* Providing a relationship, ‘space’ and environment where PoP feel physically, psychologically, emotionally safe
* Attending all appointments/sessions/timely
* Following-up actions
* Providing honest/constructive challenge
* Developing clear, realistic expectations
* Preventing re-traumatisation
* Ensuring PoPs’ needs/voices continually inform/improve the service/support
* Building confidence, self-esteem and resilience; empowering PoP to make positive changes and feel hopeful for their future.

MC will provide 1-2 months of intensive mentoring, one-hour per-week minimum, gradually reducing frequency, increasing individuals’ independence, but determined by individual needs. PoP exiting/requiring ongoing support will have warm handovers/supported engagement with partners, e.g. Become United, Back on Track, WomenMATTA, Care Leaver Hub, within their exit planning.**Structured Interventions:**Pact’s workbook-based targeted interventions have been developed through working and co-design with some of the ‘hardest-to-reach’ prisoner/PoP cohorts with multiple/complex needs, within CFO3, PEDPS, Probation CRS. MC will select workbooks based upon needs, and work 1-to-1 with PoP to complete (up to 10) interventions from:

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| **Title** | **Overview/Aims** |
| **Emotional Resilience** | Co-developed with the Samaritans.Exploring, understanding feelings and emotions; assessing support options; developing strategies to improve emotional wellbeing.Delivered to all PoP as foundation for further interventions through:* Assessing/regulating emotions
* Understanding prevalence and aspects of trauma
* Introducing/improving self-care/resilience
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| **Building Stronger Relationships** | For women who have experienced unhealthy relationships or identified low self-efficacy/self-esteem. Recognising warning signs of unsafe relationships. Building a support network of friends/family/professionals. |
| **Confidence and Assertiveness** | Explores strengths, weaknesses; developing: * Good communication
* Good decision making
* Assertive responses to situations
 |
| **Managing Your Worry** | How stress influences PoP. Coping mechanisms. |
| **Good Relationships****(Parts 1 & 2)** | Communication strategies. How to deal with conflict. |
| **Moving On** | Impact of imprisonment; effects upon relationships/ways of life.How to cope with change and progress. |
| **Being Home**  | For PoP just released, returning to family/friends. Raises awareness of potential issues; considering these from family/friends’ perspective.  |

MC will also select structured interventions from Pact’s ‘Let’s Talk About…’ range of guides. Co-designed with vulnerable/over-represented cohorts, ‘Let’s Talk About…’ guide 1-to-1 discussion/activities that:* Develop emotional health/wellbeing
* Develop healthy/pro-social behaviours
* Address attitudes/behaviours linked to reoffending, violence, harming self/others, risks/triggers
* Support meaningful behaviour change.

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| **Title:****Let’s Talk About…:** | **Overview/Aims** |
| **Change** | Impact of change. Self-support techniques for dealing with change. |
| **Emotional Wellbeing** | Resilience, emotional wellbeing. Keeping safe, healthy. |
| **Worry** | Impact of stress. Coping mechanisms. Avoiding negative strategies and consequences.  |
| **Anger** | Strategies to deal with anger and stress in relationships.  |
| **Making Choices** | Healthy decision making. |
| **Being Home** | Practical/family concerns approaching release; post-release strategies/actions. |
| **Talking** | Different communication styles; effective communication. |

Evidence Base: underpinning our service offer includes:* Partnerships with Denver University; Sheffield University; Dr Lucy Baldwin/academics/specialists
* Empirically validated: e.g.
	+ Cambridge University; Pact casework evaluation:

“*reducing anxiety…improving emotional wellbeing”.** Skills for Justice (SfJ) Approved Awards Centre
* Probation Institute Endorsed Learning Provider

*In 2023-2024, prisoners/PoP completed 6,390 Pact workbook-based structured interventions.*PoP will also have access to Pact’s Welfare Grant Fund, which in 2023-2024 provided 408 grants to prisoners/PoP/families, totalling £85,040.85; items included interview clothing/ID; 100% recipients reported “improved mental wellbeing”.MC will also:* Work closely with Probation Practitioners (PP) throughout; including confirming: updated/full risk assessments, referrals, individual/session/service updates, outcomes; meeting Communication Requirements.
* Deliver four workshops in trauma-informed practice for PP and 1-to-1 consultations for staff holding complex caseloads, increasing trauma awareness, and developing/opportunities for individual/group reflective practice.
* Monitor the service using approved system/s, providing full MI, monthly reports; full data, analysis, for further inclusion/analysis within the final evaluation. Stakeholder feedback will also inform ongoing service development
* Produce end of service report, providing data/analysis of all KPIs, and:
	+ PoP, PPs, stakeholders’ feedback
	+ Outcomes, impact
	+ Success stories
	+ Barriers
	+ Areas for development/improvement.

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| **Describe the staff that shall deliver this course and any qualifications, experience or specific skillsets they have which shall ensure effective delivery with our IOM Cohort in Probation.** **Provide assurance that subject to security vetting requirements existing staff shall be available from the agreed commencement date of the Contract.**  **If staff are to be recruited, state how you will ensure that subject to security vetting requirements the staff recruited shall be in place from the agreed commencement date of the Contract**. **Please note that vetting can take a minimum of up to 8 weeks**.**NB Failure to commence delivery on the agreed commencement date where this is because of proposed staff not being in place for Contract start date may result in the termination of the Contract.**  |

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| **Insert the proposed number of Staff by Job Titles and the number of proposed hrs per week delivery of the provision is planned** | **Mentoring Co-ordinator** – 25 hours per week**Deputy Head of Service Delivery** – 3.75 hours per week (average)**Quality Assurance** (Head of Programmes and Learning, & Groupwork Manager) – 1.875 hours per week (average) |
| Enter your response below. Your response shall be evaluated against the requirement of the Specification, (Part B), and scored in line with the Scoring Protocol described in the DPS ITT Call-Off Contract. (1000-word limit, if it is considered the word limit is insufficient, (e.g., for LOT wide delivery requirement, Bidders can request an increase via the messaging tool in the Portal. The request shall be subject to Authority approval.)**Senior Management:**The service forms part of our North, East, East Midlands region overseen by experienced [REDACTED], senior team member, who successfully mobilised/manages Pact’s regional services including FaSOS, CFO Activity Hubs, CFO Evolution, PEDPS and Probation Personal Wellbeing CRS contracts, working to our National Director of Services.**Contract Management:**Mobilisation and day-to-day service delivery will be overseen by [REDACTED], who has worked in the CJS since 2009 and with Probation since 2012. [REDACTED]has mobilised and has operational management of Pact’s Personal Wellbeing CRS, FaSOS and Activity Hub contracts, and HMPPS grant-funded ‘Settling into Prison – Emotional Resilience’, HMP Preston.Previous experience/roles include: * Volunteer Co-ordinator
	+ Recruiting, vetting, supervising volunteers for Greater Manchester Probation Service (GMPS), HMP Forest Bank and Greater Manchester Courts
	+ Delivering Training
	+ Partnership working
* Lead Volunteer Co-ordinator
	+ Based in Salford Probation Office
	+ Recruited, vetted, supervised 100+ volunteers across Greater Manchester
	+ Mobilised, managed 12 job clubs across all GMPS offices
	+ Mobilised, managed two drop-in centres in Stockport and Tameside supporting all resettlement pathways and challenges for men/women on probation
* Senior Family Resettlement Worker
	+ Cumbria and Lancashire CRC, mobilising, remodelling contract
	+ Casework, groupwork
* TTG Manager
	+ Working with men/women 12 weeks pre-release then 12 weeks’ intense mentoring in the community.

[REDACTED]will line manage our Mentoring Co-ordinator and will be primary contact for GMPS/stakeholders, attending mobilisation and contract meetings. [REDACTED]will agree our final mobilisation/delivery plan with GMPS. The Plan will outline key workstreams, activities, timelines and milestones. Any contingency actions will be incorporated to maintain progress with planned timeframes. **Structured Interventions Development:**[REDACTED]has overseen development/delivery of our workbook-based interventions. Deborah’s qualifications include:     * Advanced Teaching and Learning Certificate
* BA Hons
* ESOL
* TEFL

Previous experience:  * Curriculum Team Leader, Deputy Manager, Novus (HMP Swaleside).

 With Pact since 2016, HPL’s responsibilities include:     * Quality framework development for all courses/learning/training, SfJ accreditation, ASDAN, NCFE Direct Claims Status
* Managing service requirements, across FaSOS/CFO3/CRS/PEDPS contracts
* Primary liaison with academic/research community/educational/specialist partners (UK/overseas), e.g. Dr Lucy Baldwin, Probation Institute, course update/peer-review with HMPPS Psychology
* Co-designing courses with prisoners/PoP/families

*Pact’s CFO3 service delivered educational interventions to 2,696 prisoners with**declared learning disabilities.***Quality Assurance:**[REDACTED]will be responsible for quality assurance of our workbook-based interventions. GWM’s experience includes coordination/delivery/monitoring quality standards of Pact’s groupwork and workbook-based interventions, across FaSOS, CRS, CFO, PEDPS contracts. Qualifications: * Education and Training Level, 3
* Special Educational Needs, Advanced Diploma
* Trainer and Assessor Quality Assurer, Level 3
* Digital Learning and Instructional Design, Level 5

GWM has provided prison/probation commissioners with end of programme/self-assessment reports/analysis/MI to assess delivery and develop future provision.*In 2023-2024, 896 prisoners/PoP/families attended Pact groupwork courses, achieving a 98% completion rate and 95% service user satisfaction rate.***Delivery:**Upon contract award Pact will notify our partners/agencies and commence recruitment for the Mentoring Co-ordinator. Pact delivery staff are appointed based upon having excellent organisational, advocacy, communication and interpersonal skills; ability to work in a challenging environment, remain calm, and adept at partnership working with diverse agencies for service users’ benefit.Pact’s recruitment/support practices, including those developed by our Lived Experience Service User Involvement Manager, include adjustments/support to maximise inclusivity and recruiting relatable/representative staff; e.g. 24% of our workforce are racially minoritised, 23% have lived experience. **Mentoring Co-ordinator** (MC)MC will have clear knowledge and experience of working within the CJS, ensuring their understanding of impact of custody, licence, probation requirements, professional boundaries, and the challenges/opportunities posed by resettlement and reintegration.Experience will include:* Working with diverse, vulnerable cohorts within the CJS
* Supporting individuals with multiple/complex needs to overcome barriers in multi-agency environment
* Trauma-informed casework/mentoring practice
* Working in prison/probation settings
* Interagency work, building partnerships/relationships between different agencies, developing service delivery
* Casework with prisoners/PoP/former prisoners; maintaining up-to-date records in accordance with the Data Protection Act (2018)
* Safeguarding, health and safety, data security.

Through their personal qualities/attitudes they will be a role model for PoP, and ambassador for Pact; maintaining professional conduct at all times; committed to developing the service and improving outcomes for PoP.**Staffing Assurance:****Vetting:**  Pact is a vetting contact point so can expedite prison/security clearance for all staff/volunteers. Within our risk management and contingency planning, we have identified established, vetted part-time staff, working on adjacent contracts, available for additional hours who could cover any vetting delays: these staff are also trained and experienced in delivering trauma-responsive casework and resettlement support. Any unplanned leave/sickness will be covered through our DHofSDD.Guaranteeing existing staff meeting vetting/clearance requirements available from agreed contract commencement/throughout delivery.   **In-house Skills/Training/Support:**  All Pact staff will have undertaken/completed:  **Recruitment:**  Pact’s Recruitment/Selection policy, with commitment to equality of opportunity, fairness, includes: * Publishing essential/desirable requirements in job descriptions/person specifications. For this service we require applicants to have experience of mentoring with people in the CJS
* Shortlisting undertaken by two Pact staff (minimum) against key competencies
* Interview round/s; additional/role-appropriate assessments; e.g. micro-teaching

Selections are based upon role-related experience/skills/capabilities demonstrated.  Prior to commencement, successful candidates require: * DBS clearance
* References in line with Baseline Personnel Security Standard checks
* Prison security clearance.

 **Induction/Training/Performance:**  Staff complete an Induction Plan with line managers and agree Workplans, providing role-specific information/guidance.  Mandatory training includes: * Pact Foundation CJS Training;
* Health and Safety
* Data Security
* Safeguarding (Vulnerable Adults/Child Protection)
* Equality, Diversity, Inclusivity, Protected Characteristics
* Professional Boundaries;

(Updated/refreshed annually/legislative changes/best practice)   Role/Service-specific:* Trauma-informed practice
* Strengths-based approaches
* Holistic assessment
* Risk Assessment

Jail Craft (Pact is trained to deliver HMPSS training):      * Grooming and Manipulation
* De-escalation
* First-on-Scene
* Suicide and Self-Harm (SASH) Prevention
* Corruption Prevention Programme (pending HMPPS/Newbold Revel training)

Groupwork/educational staff additionally:    * Train-the-Trainer
* Facilitation Skills
* Ofsted Inspection Preparation.

    **Maintaining Quality:**  Staff are supported with:     * Regular supervision with line managers; performance/training reviews; clinical supervision addressing trauma-informed reflective practice
* Regular Team Meetings; sharing challenges/best practice
* Annual Line Manager reviews; targets/personal development
* Expert Panels across specialist/key practice areas
* CPD: including ‘Pact Academy’; 2,500+ courses supporting CJS working/skills; e.g. ‘Avoiding Unconscious Bias’; ‘Counselling Skills’

     To ensure high quality provision, DHofSDD will utilise Pact’s performance management framework; including:     * Service user co-design/feedback.
* Stakeholder feedback
* OTLs/clinical supervision
* Internal Verification
* External Quality Assurance; SfJ Approved Awards Centre, Probation Institute Endorsed Learning Provider.

     996/1000 |

Insert Delivery Plan here as an attachment if the Buyer has requested that it shall be submitted with the completed Order Form.



|  |
| --- |
| Estimated Value of the Contract Bidder information The Buyer has opted to provide details of the available budget below. Tenders submitted where the of Pricing proposed is greater than the Estimated Value of the Contract shall be considered to be non-compliant. Tenders shall not be evaluated, and the Bidder shall be disqualified from the competition. Where this results in no tenders the procurement shall be re-competed. Where only 1 tender is received, and the tendered price exceeds the Estimated Value of the Contract the Buyer may opt to discuss with the Bidder the elements that can be accepted from the tender up to the Estimated Value of the Contract price.  |
| **£64,000 (Maximum Contract Value** |  Contract End Date 31st March 2026 |

|  |
| --- |
| **Pricing and Payment (evaluated)** |
| The Buyer will have selected ONE pricing mechanism in Pricing and Payment Mechanism section of Part B Order Form – Buyer Call-off Order. Only complete the corresponding Pricing and Payment below, i.e. as selected by the Buyer in Part B Order Form – Buyer Call-off Order. ALL PRICES SUBMITTED SHALL EXCLUDE VAT |
| Price per learner  |
| 1. Price per learner
 | £ |
| 1. Set up price per learner
	1. **Only complete this if Set Up costs are specified as allowable in Part B to this Order Form.**
	2. This shall be no more than 10% of the Price Per Learner
 | £ |
| 1. Total cost of bid (Price per learner \* maximum number of learners specified in Part B of the Order Form) + (Set up Costs per learner \* maximum number of learners specified in Part B of the Order Form)
 | £ **EXCLUDING VAT** |
| Price per cohort |  |
| Price per cohort | £  |
| 1. Set up price per cohort
2. **Only complete this if Set Up costs are specified as allowable in Part B to this Order Form.**
3. This shall be no more than 10% of the Price per cohort
 | £ |
| 1. Total cost of bid (Price per cohort \* maximum number of cohorts specified in Part B of the Order Form) + (Set up Costs per cohort \* maximum number of cohorts specified in Part B of the Order Form)
 | £ **EXCLUDING VAT** |
| Price per hour |
| 1. Price per hour
 | £ N/A |
| 1. Additional set up costs (total)
	1. **Only complete this if Set Up costs are specified as allowable in Part B to this Order Form.**
	2. This shall be no more than 10% of Price per hour \* maximum number of hours
 | £ N/A |
| 1. Total cost of bid (Price per hour \* maximum number of hours specified in order form + additional set up costs)
 | £ **EXCLUDING VAT** |
| Fixed price |
| 1. Fixed price
 | £63,894.98 |
| 1. Additional set up costs (total)
	1. **Only complete this if Set Up costs are specified as allowable in Part B to this Order Form**.
	2. This shall be no more than 10% of fixed price.
 | £- |
| 1. Total cost of bid (Fixed price + additional set up costs)
 | £ **63,894.98 EXCLUDING VAT** |

NB. Where the Buyer has indicated the inclusion of initial start-up costs and assets, (detailed in Part B PEDPS Order Form – Buyer Call-off Order) the Bidders proposal shall be kept to the minimum necessary to deliver the Services and in any event the initial start-up costs shall **not exceed 10%** of the total bid price proposed for the Services (excluding VAT). Bidders shall identify where the proposed set-up costs are required to purchase assets that will become the property of the Buyer on completion of the Contract. Such assets shall be detailed in the table below, adding lines as necessary.

You should delete the examples provided below before you complete the Table

|  |  |  |
| --- | --- | --- |
| **ITEM & Number required**  | **COST ex-vat** | **INTENDED USE OF THE ITEM IN SUPPORTING DELIVERY** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL COST ex-VAT** |  |

**Financial Due Diligence**

Bidders shall complete the table below as appropriate, submitting any additional documents required embedded in the appropriate cell, below or uploaded to the portal with submitted Order Form (before the closing date/time).

|  |  |
| --- | --- |
| **Bidder Requirement** | **Put a “X” in a box below to indicate additional financial information has been provided as required.**  |
| The total cost of bid is under £100k therefore no additional information has been provided. | X |
|  |
| Standard – credit rating report (less than 3 months old) for review only.This will apply to contracts with an annual value of between £100k and £499k, or contracts running for a term of less than 12 months but with a monthly contracted cost of less than £40kThe total cost of this bid has;an annual value of between £100k and £499k; or The Bidder shall provide a recent Independent Credit Rating Report (see section 5.1 to the Call Off ITT). **Buyer to note**: Bidders who have submitted a tender with annual value of between £100k and £499k MUST provide a recent independent credit rating report with their Call Off ItT response.If the Credit Rating Report has not been provided with the Call Off ITT submission, Buyer’s shall urgently contact the Bidder using the e-Portal messaging tool, requesting the document is submitted within 24 hrs.**All requests for a Standard FBP Due Diligence shall be submitted to northwestprobationaccounts@justice.gov.uk****FBP requires** * **Independent Credit Report on the successful bidders registered company, and**
* **Successful bidders DPS Call-Off Order Form**

**FBP turnaround time is 5 working days so consider this when letting contracts that require FBP Due Diligence.** |  |
| Enhanced – Full Financial Viability Risk Assessment (FVRA)This will apply to contracts with an annual value more than £500k or contracts with a monthly contracted value of greater than £40kThe total cost of this bid is:An annual value more than £500k; or **The Bidder shall provide a recent (less than 3 months old) Independent Credit Rating Report on the successful bidders registered company; and the latest set of published accounts for the Bidders registered company, (see section 5.3 to the Call Off ITT).**Buyer to note: Bidders who have submitted a tender with an annual value more than £500k must provide a copy of a recent independent credit rating report and a set of their organisations latest published accounts. If the credit rating report and the latest published accounts have not been provided with the Call Off ITT submission, Buyer’s shall urgently contact the Bidder using the e-Portal messaging tool, requesting the documents are submitted within 24 hrs.**All requests for Enhanced FBP Due Diligence shall be submitted to** **northwestprobationaccounts@justice.gov.uk****FBP requires** **Recent independent Credit Rating Report on the successful bidders registered company, and****Latest set of published accounts for the successful bidders registered company****• Successful bidders DPS Call-Off Order Form****FBP turnaround time is 5 working days so consider this when letting contracts that require FBP Due Diligence** |  |

**Key Subcontractors (where used)**

|  |  |  |
| --- | --- | --- |
| **Name** | **Registered Number** | **Role** |
| [ ] | [ ] | [ ] |
| [ ] | [ ] | [ ] |
| [ ] | [ ] | [ ] |

**Authorised Processing List**

Data protection legislation came into force during 2018, with the aim of protecting the privacy of all citizens and preventing data breaches. It applies to any public or private organisation processing personal data. Key principles of data privacy remain relevant in the data protection legislation and there are a number of principles that affect commercial arrangements with Providers. With this in mind Providers should check the links below detailing GDPR requirements the IT security policy and complete the **Details** column in the table below. (Indicative information has been included to assist you with completion).

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/708836/18.docx.pdf>

<https://www.justice.gov.uk/downloads/offenders/psipso/psi-2014/psi-25-2014-it-security-policy.pdf>

|  |  |
| --- | --- |
| **Description of Authorised Processing** | **Details** |
| Subject matter of the processing | For processing the Data Subjects’ personal data for the purposes of providing life coaching to people within the probation system to the Authority in its capacity as a supplier of life coaching and as further described in the PEDPS Contract. This will include prison leavers’ personal information for purposes of determining suitability and support, and family personal information for wider support/signposting; including any risk data required to risk assess and manage delivery. |
| Duration of the processing | The information will be kept for the duration of the contract and for one year afterwards. |
| Nature and purposes of the processing | Data will be collected from the information given to CIAO by the Authority. Data will be stored and backed up on an encrypted, password protected Microsoft excel sheet on CIAO Dropbox. Sensitive personal data, kept where it is necessary to meet the requirements of a contract, will be pseudonymised.Enrolment on the programme and facilitator training including risk management. |
| Type of Personal Data | Types of personal data collected will be kept to the minimum with the following types of personal data processed: Name, dates of coaching sessions attended, non-attendance, contact detail, gender, ethnicity and sexual orientation.  |
| Categories of Data Subject | Past and present Probation Service clients. Family members. |

**Buyer to note: If the Provider has not completed the above, the information must be requested before the tender can be evaluated.**

1. **SIGN AND COMPLETE WHEN RETURNING YOUR BID**  [↑](#footnote-ref-2)