**Refugee Health Ambassadors Service**

**Request for Information**

**Introduction**

Lancashire County Council wishes to gauge the market's capacity and capability to deliver a new service: the Refugee Health Ambassadors Service.

Following engagement with the market and receipt of information relevant to the potential delivery of the proposed service, the County Council may decide to procure a new service.

**Summary of the proposed service**

Since 2016, the Lancashire Refugee Resettlement Programme resettled over 140 refugee families in Lancashire, most of whom Syrian. The Programme's support for the resettled Refugee families includes facilitated access to ESOL (English for Speakers of Other Languages) classes and the provision of casework support to help refugees integrate into their new communities. Refugee Integration Team at LCC also commissions various projects in the areas of Health and Wellbeing, Employment and Enterprise and Community Development.

Many refugees originate from countries affected by conflict and disrupted health systems. Acculturation stress, discrimination, and barriers to integration in the host country are additional factors that impact on the choices refugees have when it comes to healthy lifestyles. Additionally, over the past year the COVID-19 crisis further exposed the depth of health inequalities in the UK. Existing health promotion activities have not always considered the needs of refugees and whether the messages are reaching these communities. There has been little opportunity for refugees to feedback on what they feel their communities need, in order to have more control over their health.

1. The Health Ambassadors Project will recruit, train and coordinate a group of at least 10 refugees, who speak different languages, in various health improvement campaigns. The themes of the campaigns may include the promotion of healthy eating, exercise, the benefits of testing and screening, access to mental health support, women's health, and men's health. The Ambassadors will then deliver a minimum of 10 interventions each.
2. The Ambassadors' interventions may include group presentations (online or in person), informal group discussions or 1:1 awareness-raising. The Project will work with the Ambassadors to produce culturally competent resources (such as leaflets, posters, social media messages, short videos) and these will be delivered to communities and reinforced through the above interventions. The Health Ambassadors will use not only their language skills but also cultural competence and knowledge of communities to promote healthier choices, tackle misinformation, and improve access to preventative services for refugees.
3. The training package for Ambassadors will most likely include a mix of accredited free and paid training available via local colleges or online and informal training delivered by health or wellbeing professionals. There might be a need to design a bespoke training module based on the needs of the trainees.
4. The Project will also support the Ambassadors to interact with all relevant forums, services and individuals such as commissioners, voluntary sector service providers and local decision-making boards; this may involve supporting people to have a voice within consultations or co-production exercises and to feed back on their communities' needs with regards to preventative health.

**Proposed outline of the intended Service**

* The Service will operate on a county-wide footprint;
* The Service might be procured either in two lots (East Lancashire and West/North/Central Lancashire) or in one;
* There will be no restrictions on the number of lots you may bid for and no restrictions on the number of lots one bidder may be awarded;
* The proposed indicative budget for the entire service is £45,000 for 18-month project
* We intend the request for quotation to be published in July 2021
* We intend for the Service to go live in October 2021

We would like to know whether sufficient interest, capacity and skills necessary to deliver the proposed service to an excellent standard currently exist within the market.

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| **Please let us know your views on the proposed service by filling in the below form.**  **Please email the form as an attachment to** [RITTeam**@lancashire.gov.uk**](mailto:RITTeam@lancashire.gov.uk) **with subject heading:**  ***RFI Refugee Health Ambassadors Project*** |
| **Deadline for your views: Thursday 3 June 2021 5pm** |

Other information:

***Consortium Exchange***

*Lancashire County Council would like to make it easier for suppliers to form consortia with a view to bidding on any tender/quote process.*

[*https://www.lancashire.gov.uk/business/tenders-and-procurement/consortium-exchange/*](https://www.lancashire.gov.uk/business/tenders-and-procurement/consortium-exchange/)

*What is the Consortium Exchange?*

* *An open on-line directory for like-minded organisations to share their contact details.*
* *The opportunity to work together is available to suppliers of any size and any type including SMEs, large business, voluntary, faith, third sector or social enterprise.*
* *To have your details added, just reply to us at the email below with the following details:*
* *Your organisation's full name; contact person, phone number, email and address.*
* *Your sector of work and a description of the opportunities you might be interested in.*
* *Your details will be published on LCC’s website, and you can remove them at any time by contacting us at the following email address:* ***consortiumexchange@lancashire.gov.uk***
* *Please note: the use of the Consortium Exchange is optional, LCC does not endorse any particular bidding model. How you bid is your choice.*