**APPENDIX C**

**Sandwell & West Birmingham NHS Trust**

Specification Document for

Enhancements to Core Volunteer Service Offer

PROJECT REF: EXTVOLS

Enhancements to Core Volunteer Service Offer - Specification

1. **Name of service/goods**

Sandwell and West Birmingham (SWB) NHS Trust require an external provider to deliver enhancements to our Trust’s core volunteer service offer from 1st September 2023 to 31st August 2026.

* 1. SWB NHS Trust are seeking an external provider to deliver:
     1. Volunteer-led support visits and activities inside the Trust’s hospitals and clinical services, which will enhance patient and visitor experience.
     2. Volunteer-led community & home support visits and activities outside of the Trust’s hospitals clinical services, helping to reduce loneliness, isolation (particularly for vulnerable patients), and where possible reduce risk of hospital re-admission.
  2. Proposals should detail how you will meet your organisation’s accountabilities and responsibilities including (but not limited to) volunteer recruitment, induction, training, DBSs, references, ID provision, code of conduct, supervision, uniform provision, liabilities, establishing a visiting routine with wards/departments, compliance with infection control, signing in and signing out, safeguarding procedures, handling of complaints.
  3. Proposals should include how you will ensure volunteers are representative of the diverse catchment area and demographics of SWB NHS Trust, and how you will address core issues such as health inequalities and take-up from under-represented groups.
  4. Proposals should include an estimated forecast of the number of volunteers and hours of delivery you expect to provide per month, and examples of the range and types of volunteer activities to be provided.
  5. Proposals should include how you will monitor and measure the following metrics including (but not limited to): number of volunteers per month, numbers of hours delivered per month, number of staff and patients interacted with, feedback/case studies/satisfaction surveys from staff and patients on your provision within the Trust (pre and post involvement), friends & family test.
  6. Proposals should include how you will collaborate with SWB NHS Trust and Your Trust Charity (the registered charity of the Trust) and already established in-house teams including Volunteer Services, Patient Experience and Widening Participation Teams. You should detail how you will co-develop further volunteering opportunities with these teams, jointly securing additional external funds to grow and sustain enhancements to the core volunteer service offer.
  7. Proposals should demonstrate that your organisation has the operational cashflow in place to successfully start, deliver and maintain this provision.
  8. Although not a conditional requirement, if bidders are able to identify and provide valid proof of matched funds already secured to support operational delivery from the onset, then this will be given some consideration within the appraisal and scoring process.

1. **Key deliverables**
   1. To provide reports, on a quarterly basis, detailing the actual number of volunteers and numbers of hours delivered against the estimated forecast. Reports should also include activities delivered, numbers of staff and patients interacted with, and feedback/case studies/satisfaction surveys from staff and patients on your provision within the Trust (pre and post involvement).
   2. To ensure data from your sign in/sign out process is compatible and can safely and securely be transferred to the Trust’s Better Impact (BI) volunteer management database.
   3. To undertake an annual review of delivery with the Trust’s nominated service leads and stakeholders, to ensure that contract conditions have been met, and performance of key deliverables has been achieved.
2. **Proposal value and financial claims**
   1. A maximum cost of £25,000 per annum including VAT.
   2. Financial payments made to the successful bidder for delivery on this contract will be paid in arrears on a quarterly basis. Quarterly claims will need to evidence that performance of key deliverables has been achieved.
   3. Bidders interested in submitting their proposal for this service must note that the award of this commission will be subject to the Trust’s financial standing orders and regulations, and policy protocols for monitoring contracts.
3. **Experience**
   1. It is expected that all applicants have extensive and demonstrable experience of delivering volunteering services both inside and outside of NHS Trusts.
4. **Timescale**
   1. Providers will be required to submit their proposals by 12pm on 3rd August 2023. A selection process will look to conclude by 17th August 2023. Delivery will commence as soon as possible after 1st September 2023.

* 1. A pre-contract meeting to discuss mobilisation and to schedule the timetable for delivery and quarterly monitoring will commence as soon as possible after 1st September 2023.

***NB: The dates detailed above are indicative and may be subject to change.***

1. **Additional information**

* SWB NHS Trust Annual Report & Accounts 2021-22 - download [here](https://www.swbh.nhs.uk/wp-content/uploads/2022/07/Annual-Report-and-Accounts-2021-22.pdf)
* SWB NHS Trust Strategy 2022-2027 - download [here](https://www.swbh.nhs.uk/wp-content/uploads/2022/05/Trust-Strategy-April-2022.pdf)
* NHS Volunteering Taskforce report and recommendations - download [here](https://www.england.nhs.uk/wp-content/uploads/2023/06/PRN1596-volunteering-taskforce-report.pdf)