

Cabinet – 10 September 2018
Background Document to Report on Advice and Information Services
Procurement

Service Requirement – Advice and Information Services for Residents of North
Tyneside

September 2013

Background

North Tyneside Council is offering a tendering opportunity to organisations for the delivery of Advice and Information Services to all residents of North Tyneside.

This document sets out the service requirement for this service. This service will start on 1st April 2014 with the contract period running for 3 years until March 2017. The Council will invest up to £300,000 per annum in this service.

The successful organisation must be independently audited by CAB / Advice UK or other suitable alternative.

Your expression of interest must cover how your organisation plans to meet the following:

1. Service Requirement

- 1.1 The service must cover all of the geographical area covered by North Tyneside Metropolitan Borough Council. *Explain how you will do this.*
- 1.2 The service must be available to all the people who live, work or visit North Tyneside. *Explain how you will do this.*
- 1.3 The service must be accessible. This includes delivering the service in locations across the borough of North Tyneside and taking into account the variety of ways people may wish to access your service. This may include access channels such as face to face contact, telephone, website, social media and others. Access to advice and information will be required by customers outside of normal office hours. *Give details on you would meet customer requirements. Please also provide details on the current capacity your organisation has to deliver these requirements.*
- 1.4 The service must be accessible to all including people with specific communication needs i.e:
 - People who are deaf
 - People who are blind
 - People with physical disabilities
 - People with mental health problems/learning disabilities
 - People where English is not their first language*Give details on what you will do to ensure you meet the needs of each of the groups of people identified above.*

1.5 The service will as a minimum work to a clear set of service standards which could include:

- Seeing all personal visitors within 10 minutes
- Answering 70% of telephone calls within 30 seconds
- Replying to emails, web enquiries and voice messages within 24 hours or the next working day
- Seeing people within 10 minutes of any appointment time

Give details of your service standards and on how you will meet them

2. Service and Advice priorities

Describe how you will provide advice and information services for the subject areas listed below. *What success measures will you utilise to demonstrate high levels of good performance and customer satisfaction as well as delivering value for money.*

- 2.1. Benefits
- 2.2 Debt
- 2.3 Money management
- 2.4 Employment
- 2.5 Housing
- 2.6 Any other areas not listed above.

3. Priority Customer Groups

The successful organisation will need to demonstrate how they will prioritise and promote their service to the following:

- 3.1 Those living in the most deprived areas in the Borough
- 3.2 Those living on low incomes
- 3.3 People affected by the Welfare reform changes
- 3.4 Young people (18 to 25, particularly not in education, training or employment)
- 3.5 People with a disability and their carer
- 3.6 Older people
- 3.7 Black and minority ethnic communities

Please describe how you will promote the service to all of these groups

3.8 At the point of contact the service must be free, confidential, independent and impartial. *How will you ensure this?*

4. Regulation requirement

4.1 The service must be independently audited by for example CAB / Advice UK or other suitable alternative. *We will require evidence of this.*

5. Your organisation

The successful organisation(s) must have a proven track record of delivering this type of contract. *Give evidence of this.*

Give details about your organisation including:

- 5.1 Key personnel and what experience they have

- 5.2 The structure of your organisation
- 5.3 Any quality standards you hold or are working towards
- 5.4 The last three years of audited accounts
- 5.5 Information on any other organisation that will be subcontracted by you to deliver part of this contract
- 5.6 Any added value your organisation will bring to the contract

6. Performance Targets

Performance targets will be agreed with the Council prior to the awarding of this contract. Information will need to be collected by the organisation and submitted to the Council quarterly. *How will you ensure that your organisation can collect accurate performance information?*

- 6.1 We will require information on:
 - Number of people receiving the service
 - Break down of type of contact
 - Break down of outcome of contact
 - Waiting time

- 6.2 Outcome measures on:
 - Customer satisfaction
 - Amount of debt dealt with
 - Amount of debt written off
 - Other issues addressed

7. Social Values Act

The Council is committed to ensure that this contract supports the principles of the Social Values Act

- 7.1 *Describe how you can demonstrate this?*

8. Added Value

- 8.1 Please describe what added value will your organisation bring to local networks and partnerships?

- 8.2 Please give any examples of how you have worked in local partnerships and / with local networks and the added value this brought?

- 8.3 How will your organisation develop self help / empowerment / enablement for residents of North Tyneside

- 8.4 How will you signpost to other services? How will you check that people signposted get an appropriate service?

9. Potential additional services

From time to time the Council might have some additional funding to do further targeted pieces of work. If there was any additional funding, for example for out reach services, what additional services could you provide and how much would this cost? *Describe what you would provide and how much it would cost.*

