

Tender Notice

Independent evaluation of Project 360°

SECTION I: CONTRACTING ORGANISATION

I.1) NAME, ADDRESSES AND CONTACT POINT(S):

Contact: Heather Ferguson, Project 360° Manager – Age Cymru (Lead partner)

Address: Age Cymru, Tŷ John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ

Tel: 02920 431575 Email: heather.ferguson@agecymru.org.uk

Web site: www.agecymru.org.uk

I.2) TYPE OF ORGANISATION AND MAIN ACTIVITY OR ACTIVITIES:

Registered charity and company limited by guarantee

Charity number: 1128436

Background to Age Cymru

Age Cymru is the national charity for older people in Wales and is the force combining Age Concern Cymru and Help the Aged in Wales. The charity works nationally and locally to improve life for all older people.

Background to Project 360°

Project 360° is a partnership project led by Age Cymru, working with Woody's Lodge, and Age Alliance Wales members. It is Wales-wide and will run for three years from April 2017 until 31 March 2020. The project is funded by the Aged Veterans Fund initiated by the Chancellor using LIBOR money, and its beneficiaries are veterans in Wales aged 65 or over.

Age Cymru is the lead delivery partner responsible for overseeing the compliance with funding terms and conditions, governance, financial control and accountability, monitoring reports, communication and overseeing the evaluation.

There are 17 portfolio partners as part of the project, these are:

Woody's Lodge: A support project for armed forces veterans, recent leavers, reservists and those serving in the emergency services. It is based at HMS Cambria site near Sully, Vale of Glamorgan.

Age Alliance Wales: An alliance of 21 national voluntary organisations in Wales who work together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales.

There are also 15 individual Age Alliance Wales members who are signed up as individual project portfolio partners to enable them to apply for project grant funding if they wish to. These organisations are:

- Age Cymru Sir Gâr
- Age Cymru Gwynedd a Môn
- Age Cymru Powys
- Age Cymru Ceredigion
- Age Cymru
- Alzheimer's Society in Wales
- Care & Repair Cymru
- Age Connects Wales
- RNIB Cymru
- Arthritis Care Wales
- Cruse Bereavement Care Wales
- Prime Cymru
- Sense Cymru
- Deafblind Cymru
- Age Cymru Gwent

The overall aim of the project is to:

- Provide an urgently required all round support service for aged veterans in Wales. Ensuring that the right support is given to older veterans through a 360° provision, based on the specific needs of the individual.

The intended project outcomes are to:

- Map and identify veterans living in Wales through interaction with Age Alliance Wales (AAW) members and other partners. This will enable improved targeting and planning of services for veterans in future years.
- Increase the numbers of veterans in Wales accessing AAW member services through improved information flow and targeting of information.
- Improve the quality of life of veterans through access to AAW member services.

- Enable Woody's Lodge to achieve charitable status.
- Increase the frequency and relevance of support for veterans through Woody's Lodge.
- Increase numbers of veterans accessing support through Woody's Lodge.
- Develop the South Wales Woody's Lodge to be a hub for services supporting veterans.
- Establish a North Wales Woody's Lodge.

There are three project staff members, with two already in place and one currently being recruited.

- Project Manager - Heather Ferguson – Part time (21 hours) – Started 3 July 2017.
- Age Alliance Wales Partnership Officer (South) – Helen Shaw – Full time (35 hours) – Started 10 July 2017.
- Age Alliance Wales Partnership Officer (North) – Full time (35 hours) - Currently being recruited

The key project activities are:

- Mapping of Age Alliance Wales services and their current engagement with older veterans in Wales. This will involve all Age Alliance Wales members and be carried out by the two Partnership Officers. The first mapping results are due end of September 2017.
- Development of the Woody's Lodge South Wales hub by supporting engagement with veterans in the wider area, and the inclusion of further relevant services to support veterans. To ensure that the hub is open to everyone, the project will provide free transport to and from the HMS Cambria site for veterans who have difficulty in accessing private or public transport.
- Engagement and development of relationships with veterans and Armed Forces champions across Wales to ensure effective information sharing in terms of the services available and identification of need. This will be undertaken by the two Partnership Officers.
- Use of information gathered through the mapping process and engagement with veterans and Armed Forces champions to allocate grant funding to projects responding to the allocated need. This process will be repeated during the project duration.

- Establishment of a North Wales Woody's Lodge hub in Caernarfon.

Veterans NHS Wales

The Welsh Government has sought to ensure that public services in Wales take full account of the needs of the armed forces and veterans. They have established Veteran's NHS Wales to improve the mental health and wellbeing of veterans with a service related mental health problem as part of the welfare pathway for veterans. This project has been developed to compliment this work and to ensure that the services provided by key third sector organisations working in Wales with older people are accessible and effective for veterans. The project was developed in consultation with Dr Neil Kitchiner, Director and Consultant Clinical Lead at Veterans NHS Wales, who will also sit of the Project 360° board, to ensure that that the developments of the project compliment and do not duplicate existing provision.

SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

II.1.1) Title:

Independent evaluation of Project 360°

II.1.2) Type of contract:

Fixed term contract, commencing September 2017 to be completed by 31st March 2020.

II.1.3) Short description of the contract or purchase(s):

We are seeking to commission an independent evaluation of the aged veteran's partnership project led by Age Cymru, Project 360°.

The purpose of Project 360° is to improve the quality of life of veterans living in Wales by ensuring they have access to the support they need. The evaluation should focus on the success of the project by determining the difference it makes to the lives of veterans in Wales.

Please note the following considerations;

To analyse the activities of the project, with reference to the project outcomes this work would include the following:

- 1) The extent to which Project 360° has been able to identify and map veterans living in Wales.

- 2) The numbers of veterans accessing the services delivered by members of Age Alliance Wales and the movement of this through the development of the project.
- 3) The impact of the services being delivered by members of Age Alliance Wales on quality of life of veterans.
- 4) The numbers of veterans accessing Woody's Lodge in North and South Wales.
- 5) The impact of services being delivered by the Woody's Lodge hubs on quality of life of veterans.

In evaluating the impact of the project on quality of life, the national wellbeing indicators for should be used Wales so that it can be established how this work is contributing to the national wellbeing outcomes for Wales. This will establish how the project is:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Contribution made to society
- Relationships
- Social and economic well-being
- Suitability of living accommodation
- Education and Learning.

This will help to ensure that the project complements existing national initiatives and will provide an understanding on the overall impact of the support provided on people's lives. This approach to reporting will enable prioritisation of improvement activity, based on well-being outcomes.

We expect the evaluators to:

- a) Analyse and produce a professional report on the activities and impact of the project which will be used to provide post-grant feedback to Aged Veterans Fund.
- b) Horizon scanning to identify the context (both in Wales, UK and internationally) in which Project 360° operates.
- c) Make recommendations for the development of this work and to how the findings and outcomes of this work can be fed into key policy developments within Wales, UK and internationally.
- d) Evaluate and make recommendations for future methods of delivery including service design and funding opportunities.
- e) Assist the project manager with monitoring and reporting arrangements to Aged Veterans Fund.

We also expect the evaluators to develop an effective evaluation framework for the project, including:

- Assessing existing project outcomes and setting the framework needed to capture information that will report against these

- Monitoring progress and findings after 6, 12, 18, 24, 30 and 36 months.
- Producing an end of year one evaluation in June 2018, and end of Year 2 evaluation in June 2019.
- Providing Age Cymru with a final report and presentation of findings at the end of the project in March 2020.

The evaluation should draw on the experiences of staff, participants and any volunteers engaged with the project and identify learning points to assist with the development and delivery of the project.

Applicants should present their proposed methodology for conducting this work when tendering, however we anticipate that the successful application will include a combination of methods.

II.1.5) Timetable

Issue tender	22 August 2017
Deadline for receipt of bids	5pm, 15 September 2017
Notice of Award of contract	w/com 25 September 2017
Project begins	April 2017
Submission of final report	1 March 2020

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) CONDITIONS FOR PARTICIPATION

III.1.1) Evidence of Experience:

Candidates wishing to apply for this contract will need to detail the factors that made them well placed to deliver this piece of work, i.e. knowledge, experience, background information, technical capability.

III.1.2) Project Plan:

Candidates must include a detailed project plan outlining how they will undertake the work.

III.1.3) Budget:

The following budget has been agreed with Aged Veterans Fund for evaluating the project:

Year 1: £14,086
 Year 2: £14,086
 Year 3: £14,086

Total budget £42,259 (inclusive of VAT, expenses and all costs)

Candidates must provide a detailed breakdown of how the money will be spent on this project.

III.1.4) Professional qualifications:

Candidates should indicate the names and professional qualifications of the staff responsible for the completion of the report.

SECTION IV: PROCEDURE

IV.1) TYPE OF PROCEDURE

IV.1.1) Type of procedure:

Limited (i.e. this is a one off piece of work).

IV.2) AWARD CRITERIA

IV.2.1) Award criteria:

- Demonstration of understanding of the scope of work to be completed
- The approach, quality, comprehensiveness and suitability of the proposed methodology
- Demonstrable ability to effectively carry out the project including knowledge, experience and expertise in relation to veterans and older people.
- Value for money

IV.3) ADMINISTRATIVE INFORMATION

IV.3.1) Time-limit for receipt of requests to participate:

Closing date for applications – **5pm Friday 15 September 2017**

Late or incomplete applications will not be considered

IV.3.2) Tenders should be sent by email to heather.ferguson@agecymru.org.uk

IV.3.2) Date of notification to successful candidate(s):

By 22 September 2017

SECTION V: COMPLEMENTARY INFORMATION

V.1) ASSESSMENT

V.1.1) Applications will be assessed by Age Cymru, and Project 360° board members. In the event of a high response to this tender a shortlist may be compiled. Shortlisted candidates may be invited to make presentation on their proposals.

V.2) ACCOUNTABILITY

V.2.1) The successful candidate will be accountable to Heather Ferguson, Project 360°, 02920 431575, heather.ferguson@agecymru.org.uk