



Warwickshire County Council (WCC)

Resources Directorate

Communities and Partnerships Service

Service Specification for the provision of

Equalities Service in Warwickshire

October 2021

Service summary

Overview of the service:	The service will deliver a range of free, confidential, independent advice and support services covering each of the protected characteristics as set out in the Equality Act 2010. The service will deliver fully accessible and fully inclusive advice and support around victimisation, discrimination, harassment and hate cases, and refer to specialist support organisations where appropriate. The service will develop and deliver a range of equalities related training to community groups, faith groups, businesses, schools and public sector organisations. The service will seek to improve community cohesion across Warwickshire via a range of engagement channels with community organisations and public sector organisations, ensuring different groups sitting under each of the protected characteristics feel their voices are heard and they have influence in local decision making. In line with WCC's commitment to embedding the levelling-up approach locally, the service will offer a flexible model that enables a more targeted delivery approach in response to agreed priorities.
Outcomes of the service:	The service will: • Work towards the elimination of unlawful discrimination, to promote equality of opportunity and good relations between people of different groups sitting under each of the protected characteristics as set out in the Equality Act 2010. • Provide relevant information and advice to support individuals and communities to work towards the elimination of discrimination and inequality. • Provide specialist advice, support and information to clients in relation to incidents of victimisation, discrimination, harassment and hate crime and ensure effective signposting to other relevant specialist support services where appropriate. • Deliver training to raise awareness and publicise the rights and responsibilities of individuals, communities and organisations regarding diversity and equality. • Develop meaningful dialogue with communities, VCSE sector and public sector organisations on matters relating to equality and community cohesion. • Influence public sector policy making, service re-design and service delivery. • Help move Warwickshire residents towards greater independence and confidence.
Why the service is needed:	The current Equalities Service focuses on three main outcomes: • Outcome 1: Improved community cohesion and equality within Warwickshire.

	• Outcome 2: People living or working in Warwickshire feel that their voices are heard, and they have influence in local decision making. • Outcome 3: People living or working in Warwickshire are safe and protected from harm and are able to remain independent for longer. During the COVID-19 pandemic some emerging issues relating to equality have included: • Exposure of health inequalities in ethnically diverse communities. • The further isolation of LGBTQ+ (Lesbian, Gay, Bisexual, Trans and Questioning) communities. • The highlighting of cultural differences and the stigma of COVID within certain communities • Misinformation and confusion within certain communities about the risks associated with COVID, vaccines and the vaccination programme. • Digital exclusion of certain communities, e.g., due to age, disability or culture. Warwickshire Police reports an increase in hate crime and higher levels of intolerance between certain communities. During the pandemic other events and movements have occurred that highlight the importance of training and awareness raising.
Clients and access to the service:	The following will be eligible to use the service (<i>referred to throughout this document as “clients”</i>): • People who live or work in Warwickshire. • VCSE sector and public sector organisations in Warwickshire. • Businesses in Warwickshire The supplier(s) will be asked to work with WCC to target and prioritise specific groups and people at certain times, as part of the delivery of the core contract. The type and level of service support provided will be discussed (and agreed) on a case-by-case basis. We will explore the setting up of an Equalities Panel to engage on specific topics.
Service availability:	The service must be available to eligible users in each of the five boroughs and districts of Warwickshire (North Warwickshire, Nuneaton and Bedworth, Rugby, Warwick, and Stratford-on-Avon), with access opportunities for rural and urban-based clients. The distribution of the service will be responsive to priority areas and the level of need. The service must be available in different ways, including but not necessarily limited to: • Face-to-face contact in each of the five boroughs and districts. • By telephone. • By e-mail. • By video call.

	• The internet. • Outreach, to support inclusive access to the service.
Duration of the contract:	From 1 April 2022 to run for a 3-year initial term with the option to extend for up to a further 24 months.

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1. Terms, abbreviations and acronyms

The following terms, abbreviations and acronyms are used in this document.

Equalities Service. The provision of a service which works towards the elimination of unlawful discrimination, promoting equality of opportunity and good relations between people of different groups under each of the protected characteristics as set out in the Equality Act 2010. Providing specialist advice, support and information to clients in relation to incidents of victimisation, discrimination, harassment and hate crime and ensuring effective signposting to other relevant specialist support services where appropriate. Helping move residents towards greater independence and confidence.

Communities and Partnerships Service. The Communities and Partnerships Service forms part of the Operations Excellence unit within the Resources Directorate of Warwickshire County Council (WCC). The role of the service is to support the County Council, other public agencies, Voluntary Community and Social Enterprise (VCSE) sector organisations and local communities to work effectively together to identify, prioritise and respond to people's needs. Its work has a particular focus on the most disadvantaged communities, be those geographical communities or 'communities of interest'.

Co-production. A way of working where service providers and users work together to reach a collective outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.

Levelling-up. The Levelling-up White Paper is expected to present an opportunity to reset the relationship between central and local government and put councils at the heart of delivering the Government's ambitious programme to improve opportunities in all parts of the country. The new Department for Levelling-up, Housing and Communities will be central to delivering this programme. The Council is committed to targeting its resources to areas with less community capacity and social capital, with a view to embedding the levelling-up approach locally.

Public Sector. The part of the economy concerned with providing various government services.

Social Care. Social Care in England is defined as the provision of social work, personal care protection or social support services to children or adults in need or at risk, or adults with needs arising from illness, disability, old age, or poverty.

Strategic partnerships. A form of agreement between two or more parties that have agreed to share finance, skills, information and/or other resources on the pursuit of common strategic objectives.

VCSE. A wide range of not-for-profit groups and organisations which includes charities and Community Interest Companies, voluntary and community organisations, social enterprises, and co-operatives. Throughout this document the term 'VCSE' is used as an abbreviation for 'Voluntary, community and social enterprise'

2. The Warwickshire Context

2.1 Strategic context

In April 2020 WCC set out its core visions and outcomes in the **Council Plan 2020-2025** (<https://api.warwickshire.gov.uk/documents/WCCC-708-483>). The plan provides a framework within which WCC will operate to achieve the best possible outcomes for the residents of Warwickshire. In July 2021 WCC Cabinet considered recommendations for a refresh of the plan to ensure it fully reflects the learning and experience of the COVID-19 period. Community power is expected to form a central theme throughout the refreshed plan.

In September 2020, WCC's **COVID-19 Recovery Plan** was approved (<https://api.warwickshire.gov.uk/documents/WCCC-1980322935-1740>). The plan sets out a clear strategy and ten priorities, aligned to the long-term vision and outcomes set out in the Council Plan, setting out the foundations for long term change.

As part of the **COVID-19 Recovery Plan, Priority 4** especially, "Harness the power of our communities to tackle inequality and social exclusion", there are actions to tackle the inequalities highlighted by the pandemic including digital access, health access and food access. There are also a series of actions to tackle poverty. The importance of "being part of the shared solution" around these inequalities and poverty and the consequences these bring, for example mental ill health, loneliness and social isolation, and barriers to accessing jobs, will be a key part of the new Advice Service.

Services of this type should be seen in the context of WCC's **Voluntary and Community Sector Strategy 2020-25** (<https://apps.warwickshire.gov.uk/api/documents/WCCC-966-2006>). The strategy contains six interconnected priorities:

- Strengths'-based working.
- Promoting social action and volunteering.
- Community engagement.
- Effective partnerships.
- Self-help, early intervention and prevention.
- Investment in local communities

The strategy aims to create a thriving, sustainable and dynamic voluntary and community sector that improves the lives of individuals and communities in Warwickshire.

The strategy recognises that within Warwickshire's many and diverse communities there is a wealth of skills, resources, relationships, and networks that can be built on.

The supplier of this service will be committed to making the most of these assets to make Warwickshire the best it can be, now and for future generations.

The importance of using digital services to manage demand, improve the experience of clients and reduce the resources needed to deliver services will be reflected in this service. The four key building blocks of WCC's **Digital and Technology Strategy 2018-21** are:

- Best customer experience.
- Better use of data, information and insights.
- Operational efficiency, productivity and continuous improvement.
- Innovation and creativity.

2.2 Links to key workstreams

Armed Forces Community Covenant (AFCC)

The AFCC is a voluntary pledge of mutual support between the local community and the Armed Forces community. The aims of the AFCC are to:

- Encourage local communities to support the Armed Forces community in their area.
- Nurture public understanding and awareness amongst the public of issues affecting the Armed Forces community.
- Recognise and remember the sacrifices faced by the Armed Forces community.
- Encourage activities which help to integrate the Armed Forces community into local life.
- Encourage the Armed Forces community to help and support the wider community, whether through participation in events and joint projects, or other forms of engagement.

WCC signed the AFCC in 2012 and leads the Coventry, Solihull and Warwickshire Armed Forces Strategic Partnership.

The supplier(s) of this service will support the AFCC.

Climate Change

In 2019 WCC declared a climate emergency. Since the declaration the Council has made several leaps towards meeting its key objectives around minimising its impact on climate change. Climate change considerations are embedded in WCC's ways of working, as outlined in the Council Plan 2020-2025, and community engagement will be a central element of WCC's approach, e.g., through the Green Shoots Fund.

The suppliers(s) of this service will share WCC's commitment to mitigating against and adapting to the impacts of climate change.

Community Powered Warwickshire

This is a place and interest-based programme of change designed to position community power at the heart of WCC's work. The programme aims to build community capacity and capability in support of upstream intervention and prevention, delivering better outcomes for residents, and ensuring the Council's approach is flexible to meet the needs of different places, avoiding a 'one size fits all' approach ("place making" or "place-based approach").

The supplier(s) of this service will share this focus on community empowerment.

Employment and Skills Initiatives

The supplier(s) of this service will be expected to work with and/or alongside the suppliers of other services and initiatives linked to employment and skills, either existing or emerging, during the lifetime of the service contract, to ensure maximum value, minimal duplication and minimal confusion to communities and residents.

Integrated Care System (ICS)

The ICS will require Local Authorities, the NHS and the VCSE sector to work together to collectively tackle our communities' biggest health challenges, many of which have worsened because of COVID-19.

There is significant commonality between the approaches of Community Powered Warwickshire and the application of an Integrated Care System. Both aim to put community

power at the centre of service creation, production, and delivery, and both aim to build on the increased amounts of volunteering and social action seen during COVID-19.

The supplier(s) of this service will play a part in the work and success of the ICS.

Joint Strategic Needs Assessment (JSNA)

The Joint Strategic Needs Assessment (JSNA) is a process by which local authorities and Clinical Commissioning Groups assess the current and future health, care and wellbeing needs of the local community to inform and influence local decision making. The JSNA characterises the health and wellbeing status of the local population.

Prior to 2017, thematic needs assessments were carried out. Between 2017 and 2020 a place-based approach to the JSNA was taken, creating 22 local assessments. In 2021 a new round of thematic needs assessments will commence.

The supplier(s) of this service will assist in the production of future rounds of the JSNA and utilise this crucial evidence base in the prioritisation of resources and service delivery.

Social Value

WCC places social value at the heart of all its activity. We recognise that social value brings a wealth of benefits to society, communities, partners, suppliers and to the Council itself. To achieve maximum impact, the Council's Social Value Policy aligns with the Council Plan 2020-25, COVID-19 Recovery Plan, corporate objectives and into several key programmes of activity.

Social value can play a vital role in ensuring Warwickshire is the best it can be by:

- Supporting the Council's priority outcomes without requiring additional investment.
- Providing a new lens through which to consider all activity.

The supplier(s) of this service should consider embedding this ethos within the culture and behaviour of their organisation.

Start with Strengths

Services across the Council have been using similar approaches to support clients by helping people recognise and use strengths, assets and relationships to solve problems and help themselves. "Start with Strengths" reflects the corporate approach to strength-based practice through:

- Focusing on strengths and solutions.
- Recognising the importance of family and community.
- Listening to and understanding people, through real connections and relationships.
- Helping people take responsibility for their own situation and empower them to own solutions.

The supplier(s) of this service will adopt a strengths'-based approach.

Warwickshire Financial Inclusion Partnership (WFIP)

The WFIP was established to minimise the likelihood and impact of financial exclusion in Warwickshire through the provision of advice, support and project delivery in a co-ordinated

manner that demonstrates value for money, builds financial resilience and maximises benefits to the communities of Warwickshire.

The partnership workstreams include food poverty, fuel poverty, affordable credit and welfare reforms.

The supplier(s) of this service will play a part in the work and success of the WFIP.

Warwickshire Food Forum (WFF)

The WFF was established in 2020 to ensure that agencies from across the public, private and VCSE sectors work together to ensure a supply of good quality food that is sustainable, accessible and affordable for everyone, but especially the most vulnerable in our communities.

The aims of the forum are:

- To provide a platform for agencies across the sectors to work together to improve the supply, accessibility and affordability of good quality food for the most vulnerable in our communities.
- To understand the root causes of food poverty and the highest impact interventions to tackle them.
- To understand and respond to cultural needs around food.
- To focus on three priorities: food strategy, food poverty and crisis, and food sustainability

The supplier(s) of this service will play a part in the work and success of the WFF.

Warwickshire Thriving Communities Partnership

The Warwickshire Thriving Communities Partnership provides a mechanism that drives change, creates opportunities, shares control and helps build strong and resilient relationships across the public, private and VCSE sectors.

Organisations from these sectors work together to improve the lives of individuals and communities across Warwickshire, especially those that are most vulnerable. The partnership recognises and respects the role and contribution of all partners in creating opportunities for communities and the VCSE Sector to lead, contribute and collaborate in the design and delivery of local solutions, through:

- Greater collaboration, innovation and creativity in the design and delivery of activities, and challenging inequalities in power and relationships.
- Securing wider engagement of the VCSE Sector in developing community-led responses to local priorities
- Agreeing and delivering on common priorities and shared objectives.
- Maximising the impact of all social value activity across Warwickshire.

The supplier(s) of this service will play its part in the success of the Thriving Communities Partnership.

2.3 Support for other, linked WCC services

The supplier(s) of this service will be expected to work with and/or alongside the suppliers of other linked services, either existing or emerging during the lifetime of the service contract, to ensure maximum value, minimal duplication and minimal confusion to communities and residents. The Council's Warm and Well Service is one such example.

2.4 Alignment with other outcomes of the Council Plan 2020-25 and corporate strategies

The supplier(s) of this service should ensure that delivery aligns to the priority outcomes of the WCC Council Plan and reflects WCC policy in relation to:

- Inequalities
- Economic growth
- Customer experience
- Health and wellbeing
- Homelessness
- Early help
- Children and families
- Suicide prevention

3. The relationship between WCC and the service supplier(s)

3.1 The approach to working together

A set of partnership working principles has been developed by WCC's Communities and Partnerships Service in discussion with representatives of Warwickshire's VCSE Sector. These principles form a basis for partnership working arrangements and will underpin a productive and efficient working alliance with the supplier(s).

These principles are:

- Open, honest, and frank dialogue on all matters.
- Development of a culture of partnership, co-operation, co-production, listening and recognition of the challenges being faced.
- The avoidance of over-complication.
- Clarity of expectations by all parties.
- Recognition of the challenges being faced both within the public sector and the VCSE sector.
- Recognition that all sectors are operating in a climate of constrained financial resources and therefore face risks to their capacity to deliver.
- Recognition that this contract will need to adapt and change over time in the light of changing circumstances.
- A commitment to jointly resolving any challenges that arise through the delivery of the service and in its monitoring and evaluation.
- Inclusive of all and the positive promotion of diversity.

3.2 Partnership working

WCC is keen to develop and maintain a positive working partnership with the supplier(s) of this service.

Some of the ways in which this partnership working will be demonstrated are listed below:

- Strategic and operational contributions made by the supplier(s) are shared and recognised.
- Increasing the understanding of the service and its benefits within WCC.

- The supplier(s) and WCC service commissioners are in contact. They share information and ideas.
- Coordination of activities between the supplier(s) and the Communities and Partnerships Service supports the best use of resources.
- Vulnerable people are supported through advice and services delivered coherently and in partnership across sector boundaries.
- Understanding within WCC of the social value and benefits of a diverse VCSE sector.

The investment from WCC in the service is seen as a foundation on which matched funding from other sources local, regional and national is built.

The importance of partnership working and being part of the shared solution will be a key element of the new service. The establishment and maintenance of key pathways into and out of the new service will be essential. Pathways will include, but not be limited to:

- The Warwickshire County Council (WCC) Caring Wellbeing Service supplier.
- The WCC Mental Health Management Team.
- The WCC Housing Social Prescribing Service supplier.
- The WCC Family Information Service.
- The WCC Health Advocacy Service supplier.
- The WCC Dementia Navigator Service supplier.
- The WCC Healthwatch supplier.
- The WCC Adult Social Care One Front Door Service.
- The Warwickshire Financial Inclusion Partnership.
- The Coventry, Solihull and Warwickshire Armed Forces Strategic Partnership.
- The Safer Warwickshire Partnership Board.
- The Warwickshire Hate Crime Partnership.
- The Warwickshire Prevent Working Group.
- The Warwickshire Harmful Practices Group.
- Projects and initiatives funded through the Warwickshire Local Welfare Scheme.
- The South Warwickshire Foundation Trust Out of Hospital Programme.
- The Clinical Commissioning Groups' future (re)commissioning of social prescribing services.

3.3 Extended Partnership Working

The Communities and Partnerships Service has contractual arrangements with other suppliers that deliver:

- VCSE sector support services across Warwickshire.
- Advice services across Warwickshire.
- Legal and constitutional support to Town and Parish Councils and training support for Parish Clerks across Warwickshire.
- Healthwatch – acts as the consumer voice for individuals with health and social care issues.
- Advocacy services – provide various advocacy services for people with health and social care needs.

It is expected that the supplier(s) will maintain a working relationship with the suppliers of these other services. These relationships will enable clients to receive joined-up support across service boundaries where their needs require it.

WCC also works non-contractually with a range of services that exist to support and advise VCSE sector organisations, volunteers, and people with a range of additional needs. The

supplier(s) will be expected to develop and maintain working relationships with other services to ensure clients receive coherent and joined-up support.

The Communities and Partnerships Service is also involved in, or linked in the following multi-agency partnerships:

- Warwickshire Financial Inclusion Partnership.
- Warwickshire Armed Forces Community Covenant.
- Warwickshire Thriving Communities Partnership.
- Warwickshire Food Forum.
- Warwickshire Health and Wellbeing Board.
- Warwickshire Cares Better Together Programme.

These partnerships exist to plan and provide co-ordinated support for targeted groups and individuals in Warwickshire.

The supplier(s) will support the work of these partnerships and programmes.

3.4 Community development and managing duplication

Community development is defined by the Federation for Community Development Learning as: “a long-term process that enables people to work collectively to bring about positive social change’. This starts from people’s own experiences and enables communities (defined by geography, identity or interest) to work together to:

- Identify their own needs and actions.
- Take collective action using their strengths and resources.
- Develop their confidence, skills and knowledge.
- Challenge unequal power relationships.
- Promote social justice, equality and inclusion.”

WCC employs a team of Community Development Workers within the Communities and Partnerships Service. The service has developed an Asset Based Community Development (ABCD) Framework which uses the above approach to engage and work with local people, to identify the issues that affect them, and support their involvement in bringing about solutions to address these priorities and improve their lives. The focus is on the more vulnerable communities and those facing multiple disadvantages, including priority neighbourhoods and communities of interest.

Targeted interventions are delivered by the Communities and Partnerships Service through its community development function and this contract funding will not be used to support this or any other activity already funded or delivered by WCC.

There will be instances where joint working is required, and clarity around roles and responsibilities will be agreed as needed and will be the responsibility of both partners to instigate and achieve.

4. The service to be provided

4.1 Overview

WCC is open to several options for the delivery of this service. This could include the commissioning of:

- A single supplier of all 3 lots.

- A consortium supplying all 3 lots, with one organisation acting as the lead/accountable body.
- Each of the lots supplied by a different supplier.

The service will work towards the elimination of unlawful discrimination, to promote equality of opportunity and good relations between people of different groups under each of the protected characteristics as set out in the Equality Act 2010.

The service will provide relevant information and advice to support individuals and communities to work towards the elimination of discrimination and promote equality of opportunity.

The service will provide specialist and inclusive advice, support and information to clients in relation to incidents of victimisation, discrimination, harassment and hate crime, and ensure effective signposting to other relevant specialist support services where appropriate.

The service will develop and deliver high quality training, raise awareness and publicise the rights and responsibilities of individuals, communities and organisations regarding the equalities agenda.

The service will develop meaningful dialogue with communities, VCSE sector organisations and public sector organisations on matters relating to equality and community cohesion.

The service will feed community voices and opinions into public sector policy making, service re-design and service delivery.

The service will help move citizens towards greater independence and confidence.

The service will embed co-production as a guiding principle. The supplier(s) should help the council to co-produce services where there is a link to the Equalities agenda.

The supplier(s) will ensure that the service promotes resilience and client independence when resolving issues.

The service will be personalised, meet the diverse needs of individuals and organisations, be socially inclusive and safeguard vulnerable adults and children, and where appropriate signpost people to other relevant support services.

The service and its supplier(s) will be expected to demonstrate a contribution to the outcome of “social innovation to enable healthier, safer and more resilient services”, especially relating to the following WCC services:

- Advice Service
- VCSE Sector Support Service

The provision of outreach will be a significant part of the service and the delivery of the service.

The service will be divided into the following three lots:

- Lot 1 Discrimination and Hate Crime Support (33.3% of service value).
- Lot 2 Provision of Equalities Training and Guidance (33.3% of service value).
- Lot 3 Engagement and Community Cohesion (33.3% of service value).

Where more than one supplier is successful in securing contracts for the delivery of the above lots, suppliers will work in partnership to deliver the service outcomes.

4.2 Outcomes

Lot 1 Discrimination and Hate Crime Support.	
Outcome 1: Clients have access to advice and support around victimisation, discrimination, harassment and hate crime.	
1a	Clients receive general equalities advice and support when they need it and in a suitable format
1b	Specific packages of 1 to 1 support are provided for victimisation, discrimination, harassment and hate cases.
1c	Clients are referred to the correct specialist support organisations where appropriate, and in a timely fashion.
1d	Reduction of repeat victimisation experienced by clients, helping them to move towards greater independence and confidence.
1e	Improved accessibility of services to communities that are underrepresented in coming forward to report and seek help.
Lot 2 Provision of Equalities Training and Guidance.	
Outcome 2: Access to training which covers the equalities agenda.	
2a	Support VCSE sector, public sector partners and business community to help raise awareness of and publicise the rights and responsibilities of individuals, communities and organisations regarding community cohesion and equality.
2b	Provide guidance and support for organisations to be fully compliant with the equalities agenda.
2c	Access to specific equalities training packages, including training to decrease victimisation, discrimination, harassment and hate, are provided and delivered to community groups, faith groups, businesses, schools and public sector organisations.
2d	Design and implement a Diversity and Inclusion Charter across Warwickshire in partnership with WCC.
Lot 3 Engagement and Community Cohesion	
Outcome 3: Improvement in community cohesion and equality of service provision across Warwickshire.	
3a	Develop meaningful dialogue with communities, VCSE sector and public sector organisations on matters relating to equality and community cohesion, including promoting and facilitating understanding of peoples' different beliefs and values, helping communities to adapt to change and supporting people to feel included in their community.
3b	Targeted engagement with specific communities to understand local priorities and need, identify emerging trends, and identify data and demographics across the 9 protected characteristics in the Equality Act.
3c	Information is available in a variety of formats and through a range of channels i.e., provision of services and information to those with specific accessibility needs, such as physical, mental disabilities, and/or not having English as their first language

3d	Individuals are well informed of their rights and where they can go for support, particular attention directed towards people who are not accessing any services due to disability and/or language barriers.
3e	Community groups are involved at appropriate stages in the consultation processes of WCC services. (possibility of establishing an Equalities Panel to provide quarterly insight into challenges and opportunities)
3f	Support partners to remove barriers that may exist to participation and engagement, supporting people who live or work in Warwickshire to participate in local decision making and feed into strategy and policy processes.

5. Who will use the service

The following will be eligible to use the service:

- People who live or work in Warwickshire
- Public Sector and VCSE organisations within Warwickshire
- Businesses in Warwickshire

The supplier(s) will be asked to work with WCC to target and prioritise specific groups and people at certain times, as part of the delivery of the core contract. The type and level of service support provided will be discussed (and agreed) on a case- by-case basis.

We will explore the setting up of an Equalities Panel to engage on specific topics

6. Availability of the service

6.1 Service access and distribution

The service will be available to eligible users in each of the five boroughs and districts of Warwickshire (North Warwickshire, Nuneaton and Bedworth, Rugby, Warwick, and Stratford-on-Avon), with access opportunities for rural and urban-based clients. The distribution of the service will be responsive to priority areas and the level of need.

The service must be available in different ways, including but not necessarily limited to:

- Face-to-face contact in each of the five districts/boroughs
- By telephone.
- By e-mail.
- By video call.
- The internet.
- Outreach, to support inclusive access to the service.

Clients with barriers to telephone, email, video call and internet support should be prioritised by the supplier(s) for face to face and outreach support. 'Barriers' includes but is not limited to:

- A reduced ability to use the telephone, email, video call or internet to get help.
- Where the financial costs incurred in accessing the service (e.g., transportation or lack of it) are an issue.
- Lack of capacity to take time out to access the service.
- Having English as a second language.
- Having any sort of communication difficulty.

The supplier(s) will also be mindful of innovations in information sharing and service delivery so that it keeps up with the changes in the expectations of clients regarding the delivery of services.

The level of face-to-face service provision available in each borough or district can vary based on the size and needs of the clients in that area. It can also change over time in line with evidence gathered, considering resource deployment needs, and in discussion with WCC. Face-to-face support should also be offered during weekday, evening and weekend slots on a rotational or flexible basis.

Online materials and self-help signposting opportunities should be accessible by clients, including the promotion of national support services.

The supplier(s) will undertake active and on-going marketing of the services ensuring information is readily available to clients and professionals in a range of different formats or languages as appropriate. The supplier(s) will ensure that WCC is fully recognised in any/all marketing materials relevant / applicable to the service

6.2 Inclusive service – recruitment and retention

The supplier(s) must take steps to ensure that recruitment to paid and unpaid roles is open and accessible to all sections of society so that it attracts a diverse range of individuals into the service. The supplier(s) will be required to evidence the recruitment processes used, to demonstrate there has been equality of opportunity in applying and particularly in relation to encouraging applications from under-represented groups.

7. Database of services

WCC is developing a single online portal of local services and support which will be free and open to all. The portal will help Warwickshire's citizens, groups and agencies find local services, advice and support. The portal will be used by WCC staff as a signposting tool and will also be open for use by any other individual or organisation.

The supplier(s) will ensure:

- Their organisation and details of the service they provide are registered in the database as designated by WCC.
- The name and service details of community organisations that use the service are registered and updated within the database.

8. Quality assurance, registration and policies and procedures

8.1 Quality assurance and professional registration

The supplier(s) will have a systematic approach to monitoring delivery standards and have an appropriate case management system and associated record keeping policy in place.

The supplier(s) will be registered with those recognised bodies that oversee the quality and standards of all applicable areas of service delivery.

8.2 Policies and procedures

The supplier(s) will have relevant operational policies and procedures in place to ensure safe working conditions and practices for its employees and clients. Policies and procedures will include (as appropriate) but not be limited to:

- Staff Code of Conduct.
- Complaints, Comments and Compliments Procedures.
- Confidentiality Policy.
- Data Protection Policy.
- Equalities /Promoting Diversity Policy.
- Managing Finance Policy and Procedures.
- User Consultation and Involvement Policy.
- Recruitment, Employment and Training Policy.
- Induction and Staff Training.
- Volunteer Policy.
- Disciplinary Procedures.
- Quality Assurance Framework/Internal Audit Processes.
- Health & Safety Policy including Lone Working Policy.
- Disclosure and Barring Service (DBS) Procedures.
- Safeguarding Adults Policy.
- Safeguarding Children Policy.
- Emergency/Contingency Plan/ Business Continuity Plan.
- Climate Change Policy.

8.3 Review of policies and procedures

Policies and procedures will be up to date. They will have clearly stated objectives and stipulate where responsibility for implementation, monitoring, annual review and development is held. The supplier(s) will be able to evidence active management and implementation of policies and procedures.

9. Protecting vulnerable people of all ages

Many volunteers and VCSE sector organisations work with people who could be considered to be vulnerable. Vulnerable is defined as “in need of special care, support, or protection because of age, disability, or risk of abuse or neglect”

The supplier(s) is required to:

- Signpost all relevant clients to specialist support and information on how to effectively safeguard their end beneficiaries
- Report all concerns regarding clients to the relevant team in WCC:
 - For concerns that an adult with care and support needs is experiencing, or at risk of, abuse or neglect, contact 01926 412080
 - For concerns that a child is suffering any form of neglect, abuse or cruelty, contact 01926 414144 (out of hours emergency duty team, 01926 886922)
- Report all concerns about modern slavery to the UK Modern Slavery Helpline and Resource Centre: 08000 121700

Depending on the type of concern it may also be appropriate to report it to the Police on 101 for non-emergencies or 999 for emergencies.

10. Measuring service delivery

The supplier(s) will work with WCC to confirm a proportionate range of evidence that reports against the outcomes described in this document.

On a quarterly basis the supplier(s) will provide:

- Monitoring information in an agreed format and attend quarterly meetings (July, October, January and April) to discuss progress, challenges and opportunities.
- Equalities data agreed between WCC and the supplier(s).
- At least one case study per main outcome to demonstrate delivery of those outcomes.
- A funding breakdown in an agreed format.

On a six-monthly basis the supplier(s) will:

- Attend a joint meeting with the suppliers of the Advice and VCSE Sector Support Services to demonstrate their social value contribution towards the shared outcome of “social innovation to enable healthier, safer and more resilient services.

On an annual basis the supplier(s) will:

- Provide an annual report detailing all activity funded over the previous twelve months, with a specific focus on the delivery outcomes achieved and the impact of this activity.
- Participate in a joint presentation with the suppliers of the Advice and Equalities Services to demonstrate their social value contribution as above, to maximise their collective contribution and to explore collaboration opportunities for the following 12 months.

WCC may on occasion ask for additional monitoring information.

WCC may on occasion ask the supplier(s) to compile data that builds intelligence on specific issues. This may be in support of, for example, ongoing service delivery, new projects, needs assessments, and policy and strategy development.