Project Specification and Response Form

**Engagement support for Community Q's micro networks.**

The Q initiative is a connected community working together to improve health and care quality across the UK and Ireland. It is delivered by the Health Foundation.

The initiative’s communications, digital and engagement team is looking for someone to help us over 10 months to support and facilitate Q’s online groups. This will enable the existing team to have the time and space to develop and implement a new strategy to increase member participation. This work will be on a freelance/contractor basis outside of IR35.

Through the use of engagement and facilitation skills with specific groups as well as the improvement of various group-wide support processes, you will help us boost the groups offer to Q members, bringing higher levels of engagement and sustained activity.

**Contact:**

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15 April 2021

The Health Foundation

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1. About the Health Foundation and the Q community

The **Health Foundation** is an independent charity committed to bringing about better health and health care for people in the UK. Our aim is a healthier population, supported by high quality health care that can be equitably accessed. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen.

The **Q community** is an initiative connecting people who have improvement expertise, across the UK and Ireland. It is delivered by the Health Foundation and supported by partners including NHS England and Improvement. Our mission is to foster continuous and sustainable improvement in health and care. To achieve this, we are creating opportunities for people to come together and form a community – sharing ideas, enhancing skills and collaborating to make health and care better. After a period of co-production and design, the team has secured long-term funding for the initiative and we are entering a phase of consolidation and growth of our work.

1. About the project

We are seeking a supplier to support and develop Q’s online Special Interest Groups – including digital infrastructure improvements and new online group events.

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| **Details of the work** | Aims and Objectives | This project aims to put in place both the individual group support and the group-wide process improvements required for a consistent and growing level of engagement and activity across Q’s 90 or so groups. |
| Overview of the work required | The work by the contractor will include:  **Project description**  The project will involve working closely with members of the Q initiative’s communications team to:   * Target specific groups in need of basic facilitation support - including welcoming new joiners, responding to queries, catalysing discussions (eg by posting relevant content, events etc). * Give deeper support, where needed, including offering initial support, encouragement and ideas around organising future meetings and events (eg on Zoom) or applying for project/event funding – before passing to members elsewhere in the team for events support, marketing and follow-up. * Offer convening support during Zoom calls. * Support the improvement of group-wide processes including: sharing tips and ideas with members of the team who take on a liaison role with certain groups; identification of groups trends and needs from digital activity metrics; and refreshing the groups support toolkit and potentially creating other guidance (for example clarifying guidance on group roles & responsibilities with input from the Q team). * Identify and passing on potentially effective new group development practices, as well as emerging needs.   Though there are 90 groups, the group-specific support work will be targeted at particular group types, including those most in need of support, those without a current designated group support person and those in need of closure or merging with another group. These priority groups will be set out at the start of the work. We will also spend time defining responsibilities and agreeing how the contracted support will connect into the team. |
| Experience required | To deliver this work, a contractor would be expected to be able to demonstrate the following:  **Experience**  Preferred:   * Experience working in communities/networks (eg ensuring a responsive community and stimulating and catalysing new activity, including potential collaborations between group members) * Experience in writing in online and group spaces (eg blogs, forums, groups) * Experience in heath & care, in particular in Quality Improvement work. * Experience in delivering social learning programs * Experience in running/building Communities of Practice * Experience in facilitating virtual and in-person events, workshops with some working knowledge of community tools (e.g. Liberating Structures, Design thinking methods) * Working know-how of facilitating interaction & inviting contributions through digital tools (e.g Zoom, Miro etc)   We would expect you to bring to this project:   * A warm, engaging and catalysing approach to developing groups. * A future-orientated focus on the processes and infrastructure that can best support groups. * A proactive self-starter attitude - able to work without much directed support. |
| Accountability | The contractor will be accountable to the Project Lead.  The contractor will bring their own experience to agree the most effective method to get this work done with the project team – with the project broken into a series of stages, with their appropriate outputs.  The contractor will be responsible for the delivery of these outputs. They will also be responsible for managing their own time to deliver this work and monitoring the work delivered each month. |
|  | Budget and contract | We are looking for someone available to start this project in June 2021. We hope to have this work completed by March 2022.  Our estimate is that this project constitutes approximately 7 days per month of work over 10 months (at a rate of £300-400/day).  This will be reviewed with the person selected based on their suggested approach to the project. |
| **Deliverables** | Delivery requirements | Delivery against this project will include:   * A live groups tracker showing current situation, future needs and planned next steps. * Regular online facilitation of groups * Feeding groups data into Q’s participation strategy project. * Updated groups guidance toolkit. * Regular contact with the Project Lead, Project Sponsor and the project team. |
| Outcomes required | Delivery of the ongoing groups support as outlined, as well the individual delivery requirement items.  A collaborative, responsive and reflective approach to delivery, that includes iterative improvement of ways of working. |

1. Instructions for tender responses
   1. The Foundation reserves the right to adjust or change the selection criteria at its discretion. The Foundation also reserves the right to accept or reject any and all responses at its discretion, and to negotiate the terms of any subsequent agreement.
   2. This work specification is not an offer to enter into an agreement with the Foundation, it is a request to receive proposals from third parties interested in providing the deliverablesoutlined. Such proposals will be considered and treated by the Foundation as offers to enter into an agreement. The Foundation may reject all proposals, in whole or in part, and/or enter into negotiations with any other party to provide such services whether it responds to this specification and request for response or not.
   3. The Foundation will not be responsible for any costs incurred by you in responding to this specification and will not be under any obligation to you with regard to the subject matter of this specification.
   4. The Foundation is not obliged to disclose anything about the successful bidders, but will endeavour to provide feedback, if possible, to unsuccessful bidders.
   5. Your bid is to remain open for a minimum of 180 days from the proposal response date.
   6. You may, without prejudice to yourself, modify your proposal by written request, provided the request is received by the Foundation prior to the proposal response date. Following withdrawal of your proposal, you may submit a new proposal, provided delivery is effected prior to the established proposal response date.
   7. Please note that any proposals received which fail to meet the specified criteria contained in it will not be considered for this project.
2. Selection criteria
   1. Responses will be evaluated by the Foundation using the following criteria in no particular order:

* Evidence of skills and experience required
* Ability to deliver on all required services or outputs
* The quality and clarity of the response to this specification
* Evidence of proven success of similar projects
* Responsiveness and flexibility
* Transparency and accountability
* Value for money
* Ability to work with others

1. Selection process
   1. Please email the electronic copy of your full proposal (see Specification Response below), a copy of your CV/Resume, and any relevant documentation to [**matthew.mezey@health.org.uk**](mailto:matthew.mezey@health.org.uk)**.**
   2. Interviews will be held with a small number of shortlisted applications from **May 10 to May 12.**
   3. Final decision will be communicated by midday on **14 May.**
   4. Start date to be agreed following the final decision and would be as soon as practicable. A Privacy Impact Assessment will be required before the work can begin in full.
2. Confidentiality
   1. By reading/responding to this document you accept that you, your organisation and staff will treat information as confidential and will not disclose to any third party without prior written permission being obtained from the Foundation.
   2. Providers may be requested to complete a non-disclosure agreement
3. Conflicts of interest
   1. The Foundation’s conflicts of interest policy describes how it will deal with any conflicts which arise as a result of the work which the charity undertakes. All external applicants intending to submit tenders to the Foundation should familiarise themselves with the contents of the conflicts of interest policy as part of the tendering process and declare any interests that are relevant to the nature of the work they are bidding for. The policy can be found and downloaded from the Foundation’s website at the following location: <http://www.health.org.uk/sites/health/files/170925%20Conflicts%20of%20interest.pdf>

Specification Response

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| Response to: | Engagement support for Community Q's micro networks. |
| Name of applicant: |  |

**Contents:**

1. About you
2. Proposal
3. Resources
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6. About you

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| Your / Organisation Name (if applicable) |  |
| Type of organisation (if applicable) |  |
| Company or Charity Number |  |
| VAT Number (if applicable) |  |
| Address |  |
| Registered Address (if different) |  |
| Website Address (if applicable) |  |
| Primary contact name including position and title (to whom all correspondence will be addressed) |  |
| Phone number |  |
| Email address |  |

1. Proposal
   1. Please use this section to provide a brief overview of your suitability for this project

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* 1. Outline your approach to delivering this project

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| **Work tasks** | **Share 1 or 2 examples here** |
| Leading or managing and growing communities/networks /CoPs |  |
| Delivering social learning programs / campaigns |  |
| Experience in heath & care, in particular in Quality Improvement work. |  |
| Facilitating virtual and in-person events, and workshops |  |
| Working know-how of facilitating interaction & inviting contributions through digital tools (e.g Zoom, Miro etc) |  |

* 1. Share 1 or 2 examples of recent work that has accomplished the following tasks

* 1. When will the resource be available to start work on this project?
  2. Any other relevant information

1. Resources
   1. The Health Foundation wishes to maximise the return it provides to beneficiaries and obtain best value from external suppliers.
   2. Use this table below to provide details of who will work on this project, in what capacity, their effort and day rate information. Please include VAT in your costing if applicable and note any charity discounts.

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| --- | --- | --- | --- | --- | --- |
| **Title** | **First Name** | **Last Name** | **Relevant Experience** | **# of days/month** | **Day Rate (£)** |
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1. Supplier reference

Please note that if you/your organisation has not worked with THF before we will be contacting your references if you are shortlisted for interview or if you are the only supplier.

1. Contract

Name, address, phone number and email address of referee:

* 1. Do you agree to all the terms and conditions in our Sample contract (attached alongside this document)? If not, please give details.

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Signed (on behalf of the organisation, if applicable):

Name:

Position:

Date: