

## **PART A**

### **1. Invitation to Tender**

- 1.1. This Invitation to Tender is issued by Hackney Council for Voluntary Service (HCVS).
- 1.2. HCVS is funded by the Big Lottery Fund to deliver the Connect Hackney Programme and is solely responsible for meeting the terms and conditions of the contract with the Big Lottery Fund.
- 1.3. The deadline for responses to this tender is **12pm on Monday 12th November 2018**.
- 1.4. HCVS is responsible for the funds received from the Big Lottery Fund to deliver Connect Hackney and reserves the right to issue service level agreements (SLA's) to deliver aspects of the Connect Hackney programme.
- 1.5. Where service level agreements are issued, HCVS will agree arrangements with delivery providers and reserves the right to terminate or withhold funding, if the terms of the funding agreement are not being met.
- 1.6. HCVS is not liable for releasing any payments for the delivery of services outlined within the SLA, until grant payments from the Big Lottery Fund have been received. HCVS is required to submit performance and financial reports to the Connect Hackney Strategic Partnership Board and Big Lottery Fund on a quarterly basis.
- 1.7. HCVS reserves the right to cancel or amend the information contained in this tender at any time. This also relates to changes to the timing or any other aspect of the procurement process, including cancelling the procurement process at any stage, without prior notice.
- 1.8. HCVS is not liable for any costs or expenses incurred by bidders during this procurement process.
- 1.9. HCVS intends to accept the tender which scores the most marks against the criteria set out in this document. HCVS shall normally accept the tender submission that scores the highest and offers best value. However, if we are made aware of any information known by the bidder during the tendering process, that would have disqualified the bidder from being invited to tender, the bidder may then be excluded from the process. If this should happen, HCVS reserves the right to appoint the next highest placed bidder (based on the same assessment and due diligence processes).

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- 1.10. HCVS will carry out due diligence checks as part of the tendering process, to ensure that bidders have the capacity and financial capability to enter into a service level agreement. This will include reviewing audited accounts and if required, the most recent management accounts.
- 1.11. If the due diligence process indicates that a bidder does not have the organisational capacity or financial capability to deliver the service level agreement, HCVS reserves the right to appoint the next highest placed bidder (based on the same assessment and due diligence processes).

### 2. Timetable

Action	Dates
Invitation to Tender is issued	Wednesday 10 <sup>th</sup> October 2018
Deadline for questions/clarifications	<b>12pm on Monday 29<sup>th</sup> October 2018</b>
Deadline for Tender Submissions	<b>12pm on Monday 12<sup>th</sup> November 2018</b>
Assessment of Tenders including panel interviews with shortlisted bidders	13 <sup>th</sup> – 30 <sup>th</sup> November 2018
Confirmation of preferred bidder/s and clarification of any outstanding issues.	wb 7 <sup>th</sup> December 2018
Service Level Agreement Issued	TBC
Service Level Agreement Commences	TBC

### 3. Tender Documents

- 3.1 The bidder is expected to review this tender document in full, including all supporting appendices.
- 3.2 Bidders must respond to the criteria outlined in **Part B** of this tender and ensure that all of the information requested, is provided. If any of the information is not provided, HCVS reserves the right to reject the tender on that basis.

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- 3.3 Bidders must submit a budget breakdown as requested in Part B, Section 4 detailing a total and full charge for the provision of the proposed project or service.
- 3.4 The charges must be quoted in pounds sterling and inclusive of VAT (where applicable) and includes all expenses relating to the delivery of the project.
- 3.5 HCVS reserves the right to discuss the expenses outlined and agree with the contractor a maximum sum for all expenses.
- 3.6 If the submission for this tender is a joint bid, the bidders will need to have in place a partnership agreement detailing the roles and responsibilities of each bidder in the delivery of the contract.
- 3.7 A lead bidder must be named in the tender submission and they will have ultimate responsibility for the delivery of the service level agreement. A signed partnership agreement must be submitted with the tender submission.
- 3.8 Unless detailed in the tender submission, the named bidders are expected to deliver all aspects of the service level agreement. The Connect Hackney team at HCVS should be notified immediately, if this is expected to change.
- 3.9 Bidders must declare any known or potential conflicts of interest in Part B, Section 7.
- 3.10 Any questions relating to the tender and tendering process must be submitted in writing to [info@connecthackney.org.uk](mailto:info@connecthackney.org.uk) by **12pm on Monday 29<sup>th</sup> October 2018**.

#### **4. Submission of Tenders**

- 4.1 Bidders must submit an electronic copy of their tender submission (including all supporting documents) to [info@connecthackney.org.uk](mailto:info@connecthackney.org.uk) by **12pm on Monday 12<sup>th</sup> November 2018**. Please note that tenders received after the deadline will not be considered.
- 4.2 By submitting a tender, the bidder agrees to participate in the tendering process, which will include a panel interview involving programme staff and stakeholders. Scores may then be moderated based on information provided at the interview.
- 4.3 By submitting a tender, the bidder agrees to keep the tender open for acceptance by HCVS for up to 60 days following the deadline for tender submissions.

**5. Notification of Award**

- 5.1 HCVS will issue a signed Service Level Agreement to the successful bidder, to constitute acceptance of the tender.

**6. About Connect Hackney**

- 6.1 Connect Hackney is a £5.8m programme aimed at enabling older people in Hackney to improve their wellbeing, by reducing or preventing isolation and loneliness amongst those aged 50 plus. The programme is managed by Hackney CVS and is one of fourteen programme areas in England funded through the six year Big Lottery Fund - Fulfilling Lives, Ageing Better programme.

- 6.2 Connect Hackney started as a programme in 2015 and will run until March 2021. The programme has the following outcomes:

- 6.3 **OUTCOME 1:** Increased numbers of older people who are socially isolated, engage in meaningful and enjoyable activities which result in new friendships, sustained networks, improved resourcefulness, more confidence and thus, ultimately, a better quality of life.

- 6.4 **OUTCOME 2:** Increased numbers of older people who are at risk of social isolation, engage in meaningful and enjoyable activities which result in new friendships, sustained networks, improved resourcefulness, more confidence and thus, ultimately, a better quality of life.

- 6.5 **OUTCOME 3:** Embed an asset model towards ageing and older people, where the latter are more actively engaged in the community and valued for the contributions they make (updated October 2017).

- 6.6 **OUTCOME 4:** Increased direct involvement of older people and people as they age in shaping policy and holding key stakeholders to account, leading to stronger partnerships and more effective, better coordinated delivery which reduces social isolation.

**7. Understanding social isolation**

- 7.1. Connect Hackney has been working to the following definitions of social isolation since the start of the programme in 2015 and will continue to use these definitions for the purposes of this tender:

**Social isolation:** Having no or very limited social networks (at most having once a week/weekly contact with friends, family or neighbours).

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**Being at risk of social isolation:** Experiencing transitional life phases such as retirement, bereavement or divorce especially when living on a low income, experiencing ill health or disability, having less formal education, being LGBT or living in rented accommodation.

- 7.2. Our understanding of how people become isolated and the difficulties with trying to stay socially connected in later life has been informed by many different sources – statistical data including the 2011 census, the London Borough of Hackney demographic profile and research such as the English Longitudinal Study on Ageing.
- 7.3. Our understanding of the interrelated issues affecting older people has also been informed by older people and the expertise of our strategic partners including colleagues from health and social care, within the voluntary and public sectors.
- 7.4. We have produced the following documents as an updated evidence base for Connect Hackney and they are available as supporting documents to this tendering process. We strongly encourage all interested bidders to review the documents before completing their tender submission.
  - 1) Connect Hackney: Profile of social isolation amongst older people in Hackney (Appendix 2: <http://hcvs.org.uk/wp-content/uploads/2018/10/CH-Appendix-2-Profile-of-social-isolation.pdf>)
  - 2) Connect Hackney: Community Conversations Report (Appendix 3: <http://hcvs.org.uk/wp-content/uploads/2018/10/CH-Appendix-3-Community-Convs.pdf>)
  - 3) Connect Hackney Programme Model 2018-2021 (Appendix 4: <http://hcvs.org.uk/wp-content/uploads/2018/10/CH-Appendix-4-Programme-model.pdf>)
  - 4) Connect Hackney – What we learned in Phase 1 (Appendix 5: <http://hcvs.org.uk/wp-content/uploads/2018/10/CH-Appendix-5-What-we-learned-from-Phase-1.pdf>)

## **8. Evaluation, Evidence and Learning**

- 8.1. Building an evidence base and sharing learning across projects and programme areas is a key feature of the Ageing Better programme and Connect Hackney is required to gather data to contribute to the national Ageing Better evaluation. We are also required to develop more in depth local learning and evidence to share across programme areas, with older people and with strategic partners.
- 8.2. The approach to learning applies to both things that work and those that have limited success, as there is also an opportunity to review and amend projects as they develop.

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- 8.3. We know that there is still a lot more for us to learn about how isolation and loneliness affects older people and over the next three years (the second phase for the Connect Hackney), the programme will have a more explicit focus on data collection and learning, so that we can use this knowledge to influence the way that services are designed at a structural level.
- 8.4. Towards the latter part of 2017, we conducted a programme review, which included a review of research linked to ageing and isolation. We also worked with older people, strategic partners and delivery providers to think about how we best achieve the programme outcomes over the next three years; ensuring a more explicit focus on data collection and learning in future.
- 8.5. In response to the need to focus on evidence and learning, the following 15 questions have been developed to provide a focus for learning and evaluation across all aspects of Connect Hackney, including commissioned activities.
- 9. Connect Hackney – what are we trying to test and learn in relation to reducing social isolation for those aged 50+?**
1. What type of interventions have had the most success in reducing isolation with the identified target group? What can we learn from these interventions, specifically?
  2. What information, communication, referral and access methods have been the most successful in engaging older people in sustained activities (6 – 12 months or more) aimed at reducing their social isolation and loneliness?
  3. Has the use of print media, leaflets or mailings increased the level of older people's involvement in activities? Which of these, or other, methods have been more/less successful with different groups of older people?
  4. How successful has the Connect Hackney connector model been in engaging older people in sustained activities (6 – 12 months or more) aimed at reducing their social isolation and loneliness? Has this been more/less successful with different groups of older people?
  5. Can the use of technology help to reduce isolation? And with any particular groups of older people?

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6. Has improved confidence in using IT contributed to a reduction in isolation and loneliness, enabling an individual to navigate services, keep in touch with family and friends, meet new people and find leisure and social activities that are of interest to them?
7. What barriers have needed to be addressed and enablers identified/enhanced in order for older people to engage with the social and leisure activities available?
8. How effective have asset based community development approaches been in facilitating regular contact with older people at risk of social isolation and loneliness?
9. How confident are older people about ageing well in Hackney? What are the biggest concerns in relation to this? How do these differ for different groups of older people?
10. What have we learnt about the contributions that older people make to the local community through volunteering or informal community involvement?
11. Has there been an increase in the level of older people's involvement in influencing the way services are designed and delivered for older people in the borough? How does this vary between different groups of older people? What has been achieved? And how? What are the successful components?
12. Has there been an increase in the confidence and ability of Connect Hackney Ambassadors (led by Age UK East London), in influencing the way services are designed locally? What has that meant for the individuals involved?
13. Has partnership working (as a result of Connect Hackney) led to improved co-ordination or delivery of any services for those over 50, who are at risk of social isolation? How so?
14. Has evidence and learning from Connect Hackney influenced any of the transformation work streams within the City and Hackney integrated community care model and if so, what outcome/s have been achieved?
15. Does the programme have clear plans for its legacy? What is the likelihood of the legacy being achieved?
16. Has any systems change been achieved, as a result of the Connect Hackney programme? If so, how?

## **10. Connect Hackney - Researcher-in-Residence specification**

10.1 The Researcher-in-Residence model, designed by researchers and practitioners from across the UK, is based on the principles of participatory research. The model has three defining characteristics: (1) the researcher is embedded within and an integral part of the programme or team that is the object of the research; (2) the researcher is explicit about the expertise that they bring to the programme, for instance in understanding established evidence and theory, evaluating the impact of interventions and using complex data; and (3) the researcher is willing and able to negotiate their expert knowledge with practitioners in order to increase its impact on practice. ([Marshall et al. 2014](#), [Eyre et al. 2015](#))

This model is also referred to as the embedded research model or evaluator-in-residence.

10.2 Hackney CVS wish to commission an evaluation of the Connect Hackney programme, using a Researcher-in-Residence model. The embedded evaluator will work with the programme team and its partners to co-design an evaluation that is both formative and summative. The evaluation will provide valid and credible evidence about Connect Hackney outcomes and the processes which lead to these outcomes.

10.3 **The tender price for this contract is capped at £250k. The contract period is January 2019 until March 2021.**

### **10.4 Institute responsibilities**

- a. The evaluation contract will be between the academic/research institute and Hackney CVS.
- b. The institute will appoint a researcher who will be seconded to Connect Hackney for the duration of the contract. The number of days is to be agreed on the basis of days specified within the bidding document.
- c. The seconded researcher/evaluator will remain an employee of the academic/research institute for the duration of this contract.
- d. The institute will ensure that the appointed researcher is of high calibre with the relevant skills and sufficient experience to be able to lead and negotiate a programme evaluation in partnership with practitioners and participants. Good interpersonal skills and the ability to work with a diverse range of stakeholders and participants is essential.
- e. The institute will supervise and support the researcher in their evaluator role as they carry out the 'Evaluation tasks' listed below.
- f. The researcher will be part of a mixed-methods social research team and can draw on other team members for technical and fieldwork support. These costs

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should be built into the evaluation costs from the outset and will be at no additional cost to Connect Hackney.

- g. The researcher and supervisor are expected to brief members of the research/contract team based at the academic/research institute on evaluation progress. This should be with sufficient detail so other team members can contribute to research fieldwork/analysis.
- h. The appointed researcher will work between the research institute and Connect Hackney offices. They will be expected to work closely with the Connect Hackney programme team and will have access to standard office equipment, when based at the Connect Hackney office. The researcher will also be expected to travel to different meeting venues within Hackney and across London, with the possibility of some occasional travel to other parts of the UK. Expenses for travel outside of London will be reimbursed by the Connect Hackney.
- i. The institute will draw up a succession plan to cover absence for the seconded researcher and in case the researcher leaves the project.
- j. The institute/contract manager will participate in contract review meetings every six weeks with the Connect Hackney Programme Director.

### **Evaluation tasks for the embedded researcher/evaluator**

- 10.5 The researcher/evaluator will report to the Connect Hackney Programme Director and oversight of the evaluation will be provided by the Connect Hackney evaluation sub-group.
- 10.6 The researcher/evaluator will support the evaluation process through the following tasks:
  - a. Agree an induction plan with the Connect Hackney Programme Director.
  - b. Working alongside the programme team, the evaluator will use specialist skills and knowledge to co-design a robust methodology for evaluating and gathering data in relation to the programme outcomes and the 15 evaluation questions identified.
  - c. The evaluator will need to work with the programme team and delivery partners to develop a framework to capture test and learn data from across programme activities. This programme's theory of change can be used to underpin this work.
  - d. The evaluation plan/approach will be reviewed regularly and needs to remain flexible to changes in programme design and delivery, as well as emerging areas of interest.

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- e. The evaluator act as a ‘critical friend’, lending technical expertise to ensure that programme learning and research evidence is based on robust data that can sit within a wider local, regional and national policy context.
- f. Work collaboratively with strategic partners to develop local metrics that gather evidence to contribute to the social isolation priority outlined within the prevention work stream (5) within the City and Hackney Integrated Care System. There may also be an opportunity to explore how we can contribute evidence to the pilot being led by Hackney Council, in relation to links between safeguarding and isolation.
- g. Lead the ‘fieldwork’ to develop and capture data (both qualitative and quantitative) using systematic methods that are appropriate for the research participants and research setting – e.g. surveys, interviews, facilitating focus groups, producing case studies and ethnographic research methodsetc.
- h. Work with the programme team to synthesise learning and data on specific projects, participant journeys and thematic areas of interest, which may also include evaluation at a programme or project level.
- i. Work with Ecorys UK (Ageing Better national evaluators) and the Big Lottery Fund to contribute local learning to the national evaluation for Ageing Better. This will require survey data analysis, attendance at national network meetings and contributing to qualitative studies. (See section 10.7-10.17 for more details.)
- j. The evaluator will share data/evidence and work in collaboration with Connect Hackney standing committees: Strategic Partnership Board, Older People’s Committee, Learning Network, Evaluation Steering Group.
- k. Review the 15 questions as the programme develops and advise the programme team and partnership board on any gaps, emerging themes or questions that need to be refined, or are possibly no longer relevant.
- l. Ensure that the evaluation is conducted in line with best practice in research ethics, data management and regulations on data protection (GDPR).

### **Ageing Better National Programme Evaluation**

- 10.7 The successful contractor will be responsible for the evaluation of the Connect Hackney programme, while also contributing significantly to the evaluation of the wider Ageing Better programme, primarily via survey support to projects, data analysis, and attendance at national Ageing Better Evaluation meetings.
- 10.8 The Big Lottery has appointed Ecorys UK as the national programme evaluator. Please see appendix 10.
- 10.9 The national evaluation aims to use mixed methods to assess the impact of the programme on outcomes for older people. It will also provide evidence and

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continuous learning to help identify what approaches are working across the 14 Ageing Better areas and contribute to broader aims around disseminating learning and influencing public policy via systemic change.

- 10.10 The evaluator should suggest local evaluation methods which complement the national approach but also fill gaps where the national evaluation does not record the fullness of the activity or full impact of the intervention.

### **Common Measurement Framework (CMF)**

- 10.11 The CMF specifies data that will be collected by the Ageing Better partnerships to inform the national evaluation/research. The national evaluation will enable Big Lottery Fund and the partnerships to provide meaningful evidence about what works in reducing and preventing social isolation in older people.

- 10.12 Specifically, the CMF data will shed light on whether the programme is delivering as planned and support continuous improvement through ongoing reporting on emerging findings.

- 10.13 Furthermore, data from the CMF will provide evidence about what interventions are being delivered, the characteristics of older people that are being reached and the outcomes that they are reporting following their participation in the programme. When analysed alongside evidence from the impact study and qualitative research, this will contribute valuable knowledge to the evidence base in the field of social isolation, feeding into future policy and programme development.

- 10.14 The CMF is a survey designed for self-completion by project participants. It contains modules and outcomes measures on:

- Participant background characteristics
- Social contact
- Social participation
- Wellbeing (Warwick Edinburgh Mental Well-Being Scale)
- Social isolation (De Jong Gierveld Loneliness Scale)
- Social isolations (UCLA 4 item)
- Volunteering

- 10.15 Please see Appendix 8 for a copy of the CMF.

- 10.16 The Connect Hackney programme team is responsible for transferring CMF data from delivery partners to the national database managed by Ecorys UK. The evaluation contractor will receive support on using the Ageing Better data dashboard and its functionality.

- 10.17 The evaluator will work with the Performance and Programme Manager to provide quarterly analysis of the Dashboard data (demographics, project outputs, and participant outcomes), identifying trends and benchmarking against the 13 other Ageing Better programme areas. The evaluator will use this data to highlight areas

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of interest (positive and negative findings) and should propose ideas for future analysis. This includes reviewing data captured from April 2018.

### **Outputs and deliverables**

10.18 Although plans for the evaluation framework and ongoing research activities will be co-produced with the Connect Hackney partnership, the evaluator is expected to participate and contribute to the rhythm of programme processes (locally and nationally) and support Connect Hackney's commitment in the wider Ageing Better partnership. Key deliverables include attendance at partnership meetings, written reports and learning events.

### 10.19 **Meetings**

Regular (to be agreed) meetings with the Programme Director. These will be bi-weekly meetings for the first 3 months.

- a. Connect Hackney Learning and Review meetings with the programme team, every six weeks (8 per year).
- b. Evaluation Steering Group meetings (4-6 per year).
- c. Older People's Committee meetings (3 per year).
- d. Quarterly Connect Hackney Strategic Partnership meetings (4 per year).
- e. Quarterly Connect Hackney Ageing Better Learning Network meetings (4 per year).
- f. Attend Ecorys UK (Ageing Better national evaluators) and Big Lottery Fund national evaluation meetings (5 per year).
- g. A contract review meeting will take place every six weeks with the research institute/contract manager.

### 10.20 **Reports**

Please be aware that reporting needs to be in a range of formats relevant to different audiences – including strategic partners, programme participants and the wider older population.

- a. Prepare quarterly briefing notes on CMF data extracted from the Ecorys UK Dashboard. Format to be agreed with the partnership.
- b. Prepare two in-depth programme reports per year which synthesise learning and data (CMF, other quantitative and qualitative) on specific projects, participant journeys and thematic areas of interest, also incorporating wider Ageing Better themes. Reports should be suitable for publishing and sharing with a wider audience (to be agreed with the partnership board).

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- c. Produce quarterly updates for the Strategic Partnership Board Meetings and Big Lottery Fund which outline progress and findings in relation to the focus of the evaluation and identify potential areas for further analysis.
- d. Two programme level reports –summarising the evaluation period (April 2018 January 2021) date.

**10.21 Learning events**

- a. Co-deliver a minimum of one learning event in Hackney per year (to be agreed with the partnership board).

## 10 Connect Hackney Core Values

11.1 Connect Hackney is underpinned by the following set of values, which were developed by the Older People's Reference Group and Connect Hackney staff team at the programme's inception in 2015. We are planning to revisit these with stakeholders and our Older People's Committee in 2018.

1. **Upholding human rights:** *upholding older people's parity of esteem, equal treatment and right to self-determination*
2. **Empowering older people to enable their leadership:** *enabling the participation of older people throughout the project including design, delivery, setting priorities, financial oversight, management and evaluation (co-production); providing high quality training and support for older people; creating accessible and adaptive consultation mechanisms; ensuring all publicity and media content is accessible for people with cognitive or sensory impairments and disabilities (including dementia), working towards a gold standard of older people's participation*
3. **Collecting and deploying evidence to increase our understanding of social isolation, its causes and associated factors:** *gathering data from multiple sources to illuminate the concept of social isolation, delivering effective and wide ranging outreach mechanisms to engage socially isolated older people.*
4. **Equality of access:** *increasing the provision of accessible, adaptable, reliable and flexible services and interventions, increase weekend, evening and public holiday provision, providing low level practical assistance.*
5. **Respecting diversity (including diversity of needs, interests, attitudes and capabilities):** *providing adaptable, flexible, tailored interventions, providing culturally appropriate services and interventions.*
6. **Providing protection and care for older people while preserving their dignity.**
7. **Ensuring freedom of (informed) choice and control.**
8. **Honest and transparent partnership working (for all stakeholders):** *operating with clear terms of reference, clarity of decision-making procedures and the recognition and reconciliation of the diverse interests of stakeholders (including service users, carers and providers), maximizing community assets to serve the project.*
9. **Setting and maintaining high standards of commissioned services:** *ensuring adherence to the Older People's Reference Group's Older People's Dignity Code and the 2010 Equalities Act, ensuring the continuity and adaptability of services, quality assurance of providers, dissemination of best practice in delivery, staff and volunteer management and service user involvement in staff recruitment and development*

## **11 Co-production and the role of Older People**

12.1 Central to the delivery of the Ageing Better programme is a commitment to working with older people to influence and steer the development of Connect Hackney and the funded programmes.

This includes:

- identifying the priorities for addressing social isolation
- planning how and where to address these priorities
- helping to manage or deliver new or better services where appropriate
- supporting the learning, evaluation and improvement of any approaches.

12.2 Connect Hackney has been committed to working in this way from the inception stages of the programme and older people are involved in programme governance, commissioning, evaluation, communications and more.

12.3 Our newly formed Older People's Committee is open to Hackney residents aged 50+, who are interested in improving the wellbeing of older people (who are, or are at risk of social isolation) by working with us to deliver the outcomes of the Connect Hackney programme.

## **12 Strategic Partners**

13.1 The role of strategic partners is equally important, as one of the key aims of the Ageing Better programme is to inform future policy and practice, with the aspiration of achieving system and structural changes to the way that services are planned and designed, at a local and national level.

13.2 With this in mind, we are committed to working with strategic partners from all sectors to realise the ambitions of Connect Hackney and the Ageing Better programme. We are committed to sharing our learning about the impact of social isolation on older people, including our learning about what works and what has been challenging to deliver or has had limited impact. We will also work collaboratively with older people to influence and shape policy, which includes developing an appropriate legacy for Connect Hackney.

13.3 The Connect Hackney Strategic Partnership Board provides the mechanism to work with both older people and strategic partners; and this board provides strategic oversight to the programme to ensure that the programmes outcomes are being achieved. Representatives from the Older People's Committee (OPC) are on the partnership board and the OPC make recommendations to the board, who are responsible for making decisions on the strategic development of the programme.

### 13 Co-production Charter for Health and Social Care in City and Hackney

14.1 To ensure that we continue to work collaboratively with older people and strategic partners, we are committed to the principles outlined within the Co-production Charter for Health and Social Care in City and Hackney (Appendix 6: <http://hcv.s.org.uk/wp-content/uploads/2018/10/CH-Appendix-6-Co-production.pdf>). The charter defines co-production as ‘designing, reshaping or delivering services in equal partnership with the people who use them in order to create better services and outcomes.’

14.2 The charter was developed by Healthwatch Hackney & Healthwatch City in partnership with local people and has also been endorsed by Hackney Council, City & Hackney CCG, City of London Corporation, Homerton Hospital, East London Foundation Trust, and others as part of Integrated Commissioning.

### 15. Equality and Diversity

15.1 Hackney CVS is committed to promoting equality and diversity in all aspects of its work and we expect all those that we work with to respect and abide by our policies in this regard.

15.2 We are committed to the principles of the Equality Act 2010 and the duty on public bodies to have due regard to the need to:

- Eliminate unlawful discrimination,
- Harassment and victimisation,
- Advance equality of opportunity,
- Foster good relations between different groups

15.3 Hackney CVS fully upholds the law pertaining to the 9 protected characteristics, which are:

***Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation***

15.4 We recognise that in our society groups and individuals are and continue to be oppressed, disadvantaged and discriminated against on the basis of race, ethnicity, gender, gender reassignment, marital or civil partnership status, pregnancy or parental status, class, sexuality, disability, age, religious beliefs, health or HIV status and spent criminal convictions.

15.5 In furtherance of the Equality Act we fully recognise our role and legal duty to tackle inequality and take seriously the importance of promoting equality, diversity and inclusion in all areas; including the employment of staff, delivery of services and influencing social local policy.

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15.6 Bidders are required to submit their Equality policies with their tender submission.

### **16. Safeguarding**

16.1 Connect Hackney is committed to safeguarding adults with care and support needs, children and young people; and bidders will need to provide information on their safeguarding practices as part of this tendering process.

16.2 Bidders will need to ensure that the following is in place:

- Safeguarding policy (needs to be submitted with this tender).
- Robust recruitment and selection processes for staff and volunteers. This should include checking disclosure (DBS) and taking up references where necessary.
- Disclosure and Barring Service (DBS) checks are in place for all appropriate staff and volunteers, before any work with adults with care and support needs takes place.
- Staff and volunteers are aware of their Safeguarding responsibilities for both children and adults.
- Risk assessments are carried out and additional insurances secured, if needed.

### **17. Communications and Marketing**

17.1 Successful bidders will need to comply with the Connect Hackney and Big Lottery Fund branding guidelines.

### **18. Data Sharing Protocol and GDPR**

18.1 Please see Appendix 7 (<http://hcvs.org.uk/wp-content/uploads/2018/10/CH-Appendix-7-Data-Sharing-Protocol.pdf>) for information on the data sharing protocol that successful bidders that will form part of our service level agreement with successful bidders. Please note that it is likely that the agreement will be amended in the next few months, to reflect the legislation on General Data Protection Regulation (GDPR) coming into effect later this year.

18.2 The closing date for this tender is: **12pm on Monday 12<sup>th</sup> November 2018. Please be aware that late submissions will not be accepted.**

18.3 If you have any questions relating to this tender, please submit them in writing to [info@connecthackney.org.uk](mailto:info@connecthackney.org.uk) for the attention of Judy Harris and with the subject heading 'Connect Hackney Embedded Researcher.'

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18.4 Please return your completed application/submission and all supporting documentation to [info@connecthackney.org.uk](mailto:info@connecthackney.org.uk) and we will acknowledge receipt of your application, within 3 working days.

**Additional Information**

<b>Supporting Document</b>	<b>Appendices</b>
Introduction to the Big Lottery Fulfilling Lives: Ageing Better programme (detailed below in Section 20)	<b>N/A</b>
Connect Hackney Projects Phase 1 2016 - 2018	<b>Appendix 1</b>
Connect Hackney Profile on Social Isolation	<b>Appendix 2</b>
Connect Hackney Community Conversations Report	<b>Appendix 3</b>
Connect Hackney – reducing social isolation and loneliness in Hackney (2018-2021)	<b>Appendix 4</b>
Connect Hackney – What we learned in Phase 1	<b>Appendix 5</b>
City and Hackney Co-production Charter	<b>Appendix 6</b>
Data Sharing Protocol	<b>Appendix 7</b>
Common Measurement Framework Questionnaire	<b>Appendix 8</b>
Hackney CVS Code of Conduct	<b>Appendix 9a and 9b</b>
ECORYS	<b>Appendix 10</b>

**19. Fulfilling Lives, Ageing Better – Big Lottery Fund**

21.1 Ageing Better is about reducing social isolation for older people to improve their well-being and give them confidence and support so that they can be more active within their neighbourhoods.

21.2 To do this, we believe older people need a strong voice in the decisions that affect them, and a genuine role in shaping the priorities of their local area. Wider still, we want ageing to be viewed positively as a real asset for communities. This means making sure that the approaches we fund will help to influence the debate on how society supports us all so that we lead more fulfilling lives by ageing better in the future.

## **Connect Hackney – Invitation to tender for an embedded researcher to deliver the evaluation of the Connect Hackney programme and its associated projects.**

- 21.3 For the first time Britain's over-65s now outnumber people under the age of 16 and a quarter of the population will be over 65 by 2032. By 2035, the number of people aged 85 or older is projected to increase by 250 per cent, reaching approximately 3.6 million and constituting 5 per cent of the population. This brings both opportunities and challenges. We all want to help current and future generations of older people to live the lives they want to lead as they grow older.
- 21.4 Older people have much to offer their communities, but more people are living alone today in England than at any other time, with older people much more likely to be vulnerable to social isolation than any other age group.
- 21.5 Social isolation and loneliness can profoundly damage the physical and mental health of those affected by it with far more serious consequences for older people. This then puts pressures and a cost on public services.
- 21.6 The goal is that, as older people become less socially isolated, they will be more active, healthier and happier for longer, with the wider public appreciating better the positive role that older people can play in their communities. In doing this, we aim to establish learning and evidence that will inform future policy and practice so that our funding delivers sustainable improvements to reducing social isolation amongst older people.
- 21.7 In order to achieve this, we will fund projects that can meet all five of our funding outcomes:
1. Older people are less isolated.
  2. Older people are actively involved in their communities with their views and participation valued more highly.
  3. Older people are more engaged in the design and delivery of services that help reduce their isolation.
  4. Services that help to reduce isolation are better planned, co-ordinated and delivered.
  5. Better evidence is available to influence the services that help reduce isolation for older people in the future.