

London Borough of Tower Hamlets

Mainstream Grants: Draft Service Specification

Adults Health and Wellbeing

October 2009

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1. Background

The Council recognises that Third Sector Organisations have a vital role to play within our community and make a key contribution to delivering our shared Community Plan. They have the ability to engage local people and help residents have a voice and influence the decisions that affect them.

The Council is working towards the Transforming Social Care programme that enables people to have control of their own health and social care.

2. Objective

We are seeking applications from Third Sector organisations based in Tower Hamlets that contribute to improved health and wellbeing of vulnerable adults living in Tower Hamlets.

3. Funding priorities

The priority of this funding stream is to contribute to services that:

- respond to health and wellbeing issues faced by the borough's vulnerable adult residents;
- have flexibility to meet new and emerging needs;
- support service users to be healthy and independent;
- give service users genuine choice, control and dignity; and,
- keep vulnerable adults safe from abuse, harm or neglect.

We will give consideration to funding language, gender and culturally specific services where evidence of the need for the service is demonstrated in applications.

4. Service delivery standards

Organisations must have Quality Assurance Standards appropriate to the area of work for which funding is being sought, or have plans to obtain appropriate Standards within the first year of funding.

Staff and volunteers involved in service delivery must have enhanced Criminal Record Bureau checks in place and be suitable to carry out their assigned job activities.

Staff and volunteers must also have appropriate training, qualifications and experience to provide the proposed services.

Organisations must have appropriate health and safety and first aid procedures including appropriately qualified staff in place.

Organisations must also have a successful track record of delivering similar services.

5. Equality of access to services

Activities must be provided in suitable premises that enable full access to all vulnerable adults.

Services should have support provision in place, or be in a position to acquire such support to enable access to all.

Services must meet the language needs of clients through the use of bi-lingual staff, volunteers or use of translation service where necessary.

Services must be publicised and outreach work undertaken to ensure that all vulnerable adults who are eligible to receive the service are actively encouraged to participate.

6. Partnership working

The Council is keen to support organisations that work in partnership with others to deliver services and participate in relevant networks.

7. Geographical Coverage

The services should be accessible to all residents living in the borough who are eligible to receive the service.

8. Funding Eligibility

To be considered for funding, organisations must meet The Council's **eligibility criteria**.

To be eligible to receive mainstream grant funding organisations must:

- propose projects that benefit people who live in Tower Hamlets;
- be a not for profit voluntary sector group based in the borough;
- have a governing document that sets out their aims and objects and complies with the reporting requirement of the Charity Commission;
- have an up to date written Equalities and Diversity policy that shows services and governance promotes equality of opportunity and social inclusion;
- have clear financial management procedures;
- operate on a viable basis (have enough funds to carry out current activities and have no debts or loans unless they can show unrestricted income source to manage them); and
- have budgets that show a mixture of funding sources will support the activity applied for (income for proposed services must be wider than Council funds and could include self generated income, other grants, measurable in kind support).

To be considered for funding your application will also need to:

- submit long term strategic planning documents that demonstrates active commitment to continual service improvement, appropriate staff development, risk analysis and plans to improve financial sustainability;
- have safeguarding children and vulnerable adults policies in place; and
- demonstrate appropriate quality assurance systems.

9. Application assessment

All applications from eligible organisations will be scored against how well they meet the criteria outlined below:

- Objective outcome of improved health and wellbeing of vulnerable adults living in Tower Hamlets (Section 2). You will need to demonstrate this by including SMART outcomes in your proposal. (Explanation and examples of SMART outcomes are given below).
- Funding priorities (Section 3).
- Service delivery standards (Section 4).
- Equality of access to services (Section 5).
- Partnership working practice (Section 6).
- Services are accessible to all residents living in the borough who are eligible to receive the service (Section 7).
- Services contribute to achieving our vision of One Tower Hamlets, which involves tackling poverty and inequality, strengthening community cohesion and building community leadership.
- Proposed budgets should demonstrate value for money. We are committed to contributing to the full cost of services. Therefore, budgets should clarify each project item and associated core cost, they must also show other funding sources for the proposed services.
- Applications must demonstrate that organisations have the appropriate expertise to carry out and manage the proposed services/activities;
- The ability to deliver high quality service provision must be demonstrated;

Your application will also need to show that you have effective systems in place to record and monitor agreed project outcomes and milestones; and, that you are able to comply with the Council's quarterly reporting requirements. For funded organisations, areas to be monitored will include:

- Activities delivered and the method of delivery;
- Evaluation of users perceptions of the service and development to meet identified needs;
- How your service is meeting its agreed (SMART) outcomes: Specific, Measurable, Achievable, Realistic and time-bound;
- Statistical profile of users by ethnicity, gender, age, sexual orientation, faith and disability.
- Compliance with quality standards
- The long term impact of funded services through evaluations and case studies.

The assessment of applications will include scoring of individual applications as well as moderation to ensure a wide range of services are provided that meet the diverse needs of vulnerable adults living in the borough.

10. Mainstream grants budget and awards

The Council has an annual budget setting process that is approved at the end of each financial year. We anticipate circa £250,370 per year to be available for the Adult Health and Wellbeing funding stream during the period July 2010 to March 2013.

Our awards are restricted and can only be used for the agreed activities. Indicative grants will be awarded for two years and 9 months, starting from July 2010.

As an indication, we anticipate that the maximum individual award will be £30,000 pro rata.

11. Timetable

The following timetable will be used:

Activity	Date
Consultation focus group with current funded orgs/projects – also invite Third Sector Advisory Board.	November 2009
Application process open	16 Dec 2009
Online application training workshops	January 2010
Drop-in IT support day	February 2010
Deadline for submission of applications	12 Feb 2010
Applications assessed	15 – 26 February
Grant Panel meeting	18 March 2010
Applicants informed of decisions	April 2010
Services begin	1 July 2010

12. SMART outcomes

We are asking you to identify SMART outcomes in your application. SMART stands for Specific, Measurable, Achievable, Realistic and Time-based. These give us clarity about what difference you expect to make for service users by your proposed project.

SMART outcomes may look like this:

- A minimum of 80% of the service users using a service will report more control over deciding activities provided in the services by the end of year 1.
- A minimum of 80% of the service users we support will access opportunities that enable them to participate in a new public activity by September 2011;
- 80% of service users will have increased awareness of how to access training and employment services.

You can find more details about smart outcomes on Charity Evaluation Service and Big Lottery websites. If you need support in accessing further information please contact us.