

Connect Hackney – Invitation to tender to deliver a Community Connecting Service for socially isolated people aged 50 plus.

PART A

1. Invitation to Tender

- 1.1 This Invitation to Tender is issued by Hackney Council for Voluntary Service (HCVS). 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.
- 1.2 The deadline for responses to this tender is 12pm noon **on Wednesday 4th of April 2018.**
- 1.3 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.
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 HCVS is not liable for any costs or expenses incurred by bidders during this procurement process.
- 1.8 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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- 1.9 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 to deliver a project on behalf of the Connect Hackney programme. This will include reviewing audited accounts and if required, the most recent management accounts.
- 1.10 If the due diligence process indicates that a bidder does not have the organisational capacity or financial capability to deliver this 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	6 th February 2018
Pre-commissioning workshops/information sessions	w/c 29 th January – 28 th February
Deadline for Tender Submissions	12pm noon Wednesday 4 th April 2018
Assessment of Tenders including panel interviews with shortlisted bidders	5 th – 26 th April 2018
Confirmation of preferred bidder/s and clarification of any outstanding issues.	w/c 26 th March 2018
Service Level Agreement Issued	w/c 30 th April 2018
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 14 detailing a total and full charge for the provision of the proposed 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 15.
- 3.10 Any questions relating to the tender and tendering process must be submitted in writing to lola@connecthackney.org.uk prior to the tender deadline.

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 by **12pm noon on Wednesday 4th April 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 may include a panel interview involving staff and volunteers. 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.

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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. Connect Hackney – the first three years

- 7.1 To date, Connect Hackney has funded 21 community projects (Appendix 1) for older people who are isolated or at risk of social isolation. Evidence has started to emerge about the approaches and activities that have worked best in reducing and preventing isolation in Hackney's older population.
- 7.2 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.

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7.3 Connect Hackney – Key statistics from the programme to date

- 2,338 participants to date have been involved in activities delivered across 23 projects.
- Approximately 27% of participants are male.
- Most activities have been group based, with some 1:1 provision.
- 60% of participants are aged over 65, with 9% aged 50-55.
- The programme has high participation rates from White, Black Caribbean and Black African individuals.
- One third of participants has a longstanding illness or disability.
- 15% of participants are carers.
- Social activities, coffee mornings and craft groups are the most popular activities, followed by physical activities, designing or delivering activities and learning new skills.

8. Understanding social isolation

8.1 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).

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.

8.2 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.

8.3 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.

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8.4 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)
- 2) Connect Hackney: Community Conversations Report (Appendix 3)
- 3) Connect Hackney Programme Model 2018-2021 (Appendix 4)

9. Connect Hackney Core Values

9.1 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.**

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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*

10. Co-production and the role of Older People

10.1 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.

10.2 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.

10.3 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.

11. Strategic Partners

11.1 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.

11.2 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.

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- 11.3 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.

12. Co-production Charter for Health and Social Care in City and Hackney

- 12.1 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 5). 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.’
- 12.2 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.
- 12.3 As part of this tendering process, we are asking bidders to consider how they will apply these principles to the delivery of their projects.

13. Evaluation, Evidence and Learning

- 13.1 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.
- 13.2 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.
- 13.3 We have learned a lot during the first two and a half years of Connect Hackney, and one of the challenges that we experienced, relates to processes for collecting evidence and learning on a consistent basis; and being clear from the outset about what we are trying to learn in Hackney.
- 13.4 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.

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- 13.5 We also reviewed the participatory budgeting process, used in the first phase of commissioning for Connect Hackney and have used the lessons learned to inform this commissioning process and priorities.
- 13.6 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.
- 13.7 Bidders are therefore asked to review the questions and highlight within your tender submission, any of the questions that you will be assisting to gather evidence for, through the delivery of your project.

14. Connect Hackney – what are we trying to test and learn in relation to reducing social isolation for those aged 50+?

1. What 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, 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?
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?
5. Can the use of technology help to reduce isolation? 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?
6. What barriers have needed to be addressed in order for older people to engage with social and leisure activities available?
7. How effective have asset based community development approaches been in facilitating regular contact with older people at risk of social isolation and loneliness?
8. How confident are older people about ageing well in Hackney? What are the biggest concerns in relation to this?

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9. What have we learnt about the contributions that older people make to the local community through volunteering or informal community involvement?
10. 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? What has been achieved?
11. 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 this meant for the individuals involved?
12. 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?
13. 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?
14. Does the programme have clear plans for its legacy? What is the likelihood of the legacy being achieved?
15. Has systems change been achieved, as a result of the Connect Hackney programme? If so, how?

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

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- 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.
- 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. They will need to supply listings with accurate details of events and activities (if applicable) for Connect Hackney's quarterly magazine Hackney Senior. Organisations will also be expected to respond to proportionate requests for further information and photographs that can be used for promotional material to showcase Connect Hackney funded projects and provide evidence of our learning.

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18. Data Sharing Protocol and GDPR

18.1 Please see Appendix 6 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.

19. Evaluation and Learning

19.1 The successful bidders for the commissioning strand targeting men aged 50+, will be required to use the Common Measurement Framework (see Appendix 7) to measure the outcomes achieved. The Common Measurement Framework (CMF) is the national outcomes measure that BLF Ageing Better programmes are required to use. The measurement framework is in the form of a questionnaire that needs to be completed at least twice during an individual's participation in a project. The CMF can be completed in person, via the telephone or by sending the questionnaire to participants to complete at home. If questionnaires are being sent to project participants by mail, the programme team will provide Freepost envelopes to be sent with the questionnaires, so that they can be returned at no cost to the participant.

19.2 As far as possible, the questionnaires should be completed independently by the project participants, although some support can be given, with reading out questions. The CMF questionnaires are also available in the following languages:

- Bengali
- Chinese
- Greek
- Turkish
- Polish
- Vietnamese
- Yiddish

19.3 Successful bidders will be required to attend a compulsory session on 'Gathering Sensitive Data' during the first quarter of project delivery.

19.4 Successful bidders will also be required to work with the programme team and an independent evaluator to share project outcomes and learning. This will be in the form of attendance at a quarterly network meeting and submission of demographic information via a quarterly monitoring return. The programme team may also ask for case studies, interviews and additional information as required, to support the evaluation of project outcomes.

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- 19.5 The closing date for this tender is: **12pm noon on Wednesday 4th of April 2018. Please be aware that late submissions will not be accepted.**
- 19.6 If you have any questions relating to this tender, please submit them in writing to Lola Akindoyin, Connect Hackney Programme Director by e-mail to lola@connecthackney.org.uk
- 19.7 Please return your completed application/submission and all supporting documentation to info@connecthackney.org.uk and we will acknowledge receipt of your application, within 2 working days.
- 19.8 Alternatively you can send a hard copy of your application, marked for the attention of Kim-Lien Ong to Hackney CVS, The Adiaha Antigha Centre, 24-30 Dalston Lane, London, E8 3AZ.

20. Additional Information

Supporting Document	Appendices
Introduction to the Big Lottery Fulfilling Lives: Ageing Better programme (detailed below in Section 21)	N/A
Connect Hackney Projects Phase 1 2016 - 2018	Appendix 1
Connect Hackney Profile on Social Isolation	Appendix 2
Connect Hackney Community Conversations Report	Appendix 3
Connect Hackney – reducing social isolation and loneliness in Hackney (2018-2021)	Appendix 4
City and Hackney Co-production Charter	Appendix 5
Data Sharing Protocol	Appendix 6
Common Measurement Framework Questionnaire	Appendix 7
Hackney CVS Code of Conduct	Appendix 8a and 8b

21. 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.

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- 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.

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22. SERVICE SPECIFICATION

Connect Hackney Community Connectors/Connecting Service

Engagement Targets: 600

CMF Targets: 360

- 22.1 Learning from Phase 1 of the Connect Hackney programme indicates that the programme has been reaching people who are at risk of social isolation and has been successful in providing a range of activities for people to engage in. Our learning from Phase 1 also identified a gap in relation to how the programme identifies and supports individuals who are already isolated, particularly as a result of a significant life change, which research identifies as a key contributing factor to social isolation.
- 22.2 Learning from across the Ageing Better programme is also beginning to demonstrate positive outcomes in relation to different models that provide one-to-one support to begin addressing the causes of isolation, whilst also working with an individual to connect them to services and activities available in the wider community.
- 22.3 As we move to a revised programme model and the second phase of commissioning for Connect Hackney, we want to address the gap identified in Phase 1, by commissioning a person-centred connecting and signposting service to enable older people to increase their social contact with others, with the aim of improving their wellbeing by reducing isolation and loneliness. This may be achieved through accessing services and activities available in the borough, or by introducing opportunities for people to connect with others from their homes. For example, facilitating an improved understanding of how to use a mobile phone to keep in touch with family and friends.
- 22.4 The Community Connecting service will be an integral part of the Connect Hackney programme and is specifically designed to engage with older people who are already feeling isolated.
- 22.5 The service should target those who live alone (unless they are a carer), those who may have experienced a significant life change and/or loss of confidence resulting in difficulties in leaving their home. Significant life changes may include bereavement, diagnosis of a long term health condition, mobility difficulties, retirement, changes to family circumstances etc.
- 22.6 We expect the service to be based on coaching, motivational interviewing or similar positive psychology approaches, with the aim of building an individual's resilience and ability to engage with activities/ services to support them with current or future life changes. Consideration should also be given to how the model can provide access to psychological therapies or support to manage mental ill health.

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Please note that access to psychological therapies does not have to be incorporated as a direct delivery element of this service and can be managed by identifying support available and assisting with the referral process.

22.7 The model should allow for self-referral or referral from organisations, friends or family members and should provide varying levels of support, ranging from signposting to longer term 1:1 support, which may involve working with an individual for an extended period of time (6-12 months) or visiting someone at home.

22.8 The service will need to include an assessment and triage process, which enables those who may not be appropriate for the connecting service to be signposted or referred to services for support. An appropriate case management system should also be in place, in order to monitor contacts with individuals and outcomes information.

Please note that we would expect to see specific criteria developed for home visits, as part of the assessment and triage process, in order to ensure that the appropriate safeguards are in place to protect both the Connectors and users of the service.

22.9 The service will need to consider how to manage inappropriate referrals, as it is important that individuals are not forced to engage with the service and involvement should be on the basis of a person being willing to engage in a discussion aimed at improving their wellbeing.

22.10 The Connecting Service will need to accommodate use of the Common Measurement Framework (see Appendix 7) to measure participant outcomes. The Common Measurement Framework (CMF) is the national outcomes measure that BLF Ageing Better programmes are required to use. The measurement framework is in the form of a questionnaire that needs to be completed at least twice during an individual's involvement in a project or service.

22.11 The CMF can be completed in person, via the telephone or by sending the questionnaire to participants to complete at home. If questionnaires are being sent to project participants by mail, the programme team will provide Freepost envelopes to be sent with the questionnaires, so that they can be returned at no cost to the participant.

22.12 We would expect the service to provide access to a comfortable space for one-to-one work, and a dedicated phone line and email address will be required to manage referrals and contacts with users of the service.

22.13 The target population groups should be those living in social housing or sheltered accommodation and we are particularly interested in a service that can reach people living in Kings Park, Hackney Wick and Woodberry Down - areas highlighted on the Age UK heat map, as having higher levels of socially isolated older people in the borough.

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However, the service should be available to any Hackney resident aged 50 plus and the delivery model will need to demonstrate how it intends to work with individuals from Hackney's diverse communities. We would encourage bidders to consider how this can be achieved through partnership working.

22.14 We would also like the model to include innovative ways of involving volunteers in the delivery of this service. The involvement of volunteers should enable additional capacity, flexibility and increased contact with the more isolated individuals accessing the service.

22.15 We would also expect the providers of this service to work alongside existing social prescribing and navigation services in Hackney and this will be facilitated at a programme level. With the development of the neighbourhood model, as part of the integrated care model in Hackney, the Connecting Service also provides an opportunity to engage with, and share learning with colleagues within health and social care.

22.16 The emphasis on learning in relation to the successes and challenges of project/service delivery are central to the Ageing Better programme and the Community Connecting service will need to provide evidence of learning and outcomes achieved, as part of the evaluation process for Connect Hackney.

22.17 Connect Hackney has 15 questions that it is seeking to generate evidence for, and over the next three years, the Connect Hackney team and evaluators will work alongside the connecting service to understand the following:

- What interventions have had the most success in reducing isolation with the identified target group? What can we learn from these interventions, specifically?
- What information, referral and access methods have been the most successful in engaging older people in sustained activities (6 - 12months or more) aimed at reducing their social isolation and loneliness?
- How successful has the Connect Hackney connector model been in engaging older people in sustained activities (6-12months or more) aimed at reducing their social isolation and loneliness?
- What barriers have needed to be addressed in order for older people to engage with the social and leisure activities available?

Where appropriate, we would also expect to gather evidence and share learning in relation to other questions from the original list of fifteen.

Connect Hackney – Invitation to tender to deliver a Community Connecting Service for socially isolated people aged 50 plus.

23. Engagement and Outcome targets for the delivery of this service are as follows:

Year 1 Engagement	Outcome
150	60% of participants confirm that they are less isolated and that their wellbeing has improved.
Year 2 Engagement	Outcome
225	60% of participants confirm that they are less isolated and that their wellbeing has improved.
Year 3 Engagement	Outcome
225	60% of participants confirm that they are less isolated and that their wellbeing has improved.

24. Please be aware that this contract is for a period of two years (+1) based on successful delivery of the service and outcomes achieved. The contract value is divided as follows:

Year 1	£100k
Year 2	£125k
Year 3	£125k (available based on the successful delivery of Years 1 and 2).