

Community Integrated Care - SSSC SVQ tender document

1. Introduction

- 1.1 Community Integrated Care is a national Health and Social Care provider and registered charity employing nearly 6000 staff across the UK. More detailed information about the business can be found via our website at www.c-i-c.co.uk
- 1.2 This tender relates specifically to our Scotland operation and is a 2 year contract to deliver SQA qualifications to our staff. Predominately these will be at Level 2, 3 and 4.
- 1.3 Our Scotland operation is split into 3 regions with a total of approximately 1200 staff across our North; Central and South regions. Across Scotland our provision comprises supported living; registered care homes and older people. Our older people services are mostly located in the South.
- 1.4 As a care and support provider, all of our staff are required to register with the Scottish Social Services Council (SSSC) and be qualified according to their role. The new register for care and support workers also opens in October, so in total we have approximately 651 staff who need to get the appropriate qualification in relation to their role over the next 5 years or so. **This number is not definitive and could be impacted by other factors including – but not limited to: staff retirements, changes in service delivery contracts etc**
- 1.5 For the purpose of providers, we have broken our tender into 4 lots. Providers are invited to apply for single or multiple lots:
- 1.5.1 *Lot 1 – North.*
 - 1.5.2 *Lot 2 – Central region*
 - 1.5.3 *Lot 3a – South Region – Dumfries and Galloway*
 - 1.5.4 *Lot 3b – South Region – Scottish Borders*

1.6 **Lot 1 – North region**

- 1.6.1 Our main Office in our North Region is Unit 3, Axis Business Centre, Thainstone, Inverurie. AB51 5TB. However, our most northern service is in Thurso and our most southerly services are based in/around Aberdeen.
- 1.6.2 Across our North region and at the time of writing (3rd Oct 2017) we have the following staff requiring qualifications according to their job role / SSSC registration compliance.

Priority 1: SSSC Registered Not SVQ Qualified		
Aberdeenshire	Independent Living	5
	Registered Home	10
Caithness	Independent Living	0
Highlands	Independent Living	1
Morayshire	Registered home	10

Priority 2: Neither SSSC Registered Nor SVQ Qualified		
Aberdeenshire	Independent Living	86
	Registered Home	2
Caithness	Independent Living	29
Highlands	Independent Living	29
Morayshire	Registered home	10 this is being re-provisioned so will move to an Independent living model

1.6.3 Total staff requiring qualification 179 over the next 5 years.

1.6.4 See **Appendix 1** for a google map of service locations to give a sense of location and distances.

1.7 Lot 2 – Central region

1.7.1 Our central region main office is 2000 Academy Park, Gower Street, Glasgow, G51 1PR. This office is also our Scotland Head Office. Most of our services concentrate in or around Glasgow and Edinburgh and our most northerly service is in Perth.

1.7.2 Across our Central region and at the time of writing (20 Sept 2017) we have the following staff requiring qualifications according to their job role / SSSC registration compliance.

Priority 1: SSSC Registered not SVQ Qualified		
Edinburgh / West Lothian	Independent Living	6
	Registered Home	6
Glasgow	Independent Living	3
Perth	Independent Living	1

Priority 2: Neither SSSC Registered or SVQ Qualified		
Edinburgh / West Lothian	Independent Living	82
	Registered Home	5
Glasgow	Independent Living	126
Perth	Independent Living	2

1.7.3 Total staff requiring qualification 231 over the next 5 years.

1.7.4 See **Appendix 2** for a google map of service locations to give a sense of location and distances.

1.8 Lot 3 – South region

1.8.1 Due to the distances across the South of Scotland, we have decided to split the South region into two lots. Lot 3a covers Dumfries and Galloway and Lot 3b covers the Scottish Borders.

1.8.2 Across our South region and at the time of writing (2nd Oct 2017) we have the following staff requiring qualifications according to their job role / SSSC registration compliance.

Priority 1: SSSC Registered not SVQ Qualified		
Dumfries and Galloway	Senior Care	153
	Independent Living	4
Scottish Borders	Independent Living	3

Priority 2: Neither SSSC Registered or SVQ Qualified		
Dumfries and Galloway	Senior Care	27
	Independent Living	33
Scottish Borders	Independent Living	51

1.8.3 Total staff requiring qualification 271 over the next 5 years.

1.8.4 See **Appendix 3** for a google map of service locations to give a sense of location and distances.

1.9 Initial tenders will be scored with weighting as follows:

1.9.1 Ability to deliver tendered service – up to 20 marks.

1.9.2 Costs – up to 20 marks.

1.9.3 Value for money - up to 20 marks.

1.9.4 Knowledge of SVQ and Scottish health and social care landscape – up to 20 marks.

1.9.5 Additionality – up to 20 marks.

2. Requirements

2.1 RPL, initial assessment and induction

2.1.1 We have a range of staff who have been working within Care and Support for many years, who are just not 'qualified' with SVQ qualifications. Therefore, the Learning Provider will be required to carry out in-depth 'Recognition of Prior Learning (RPL) assessments to identify areas of competence that will ultimately reduce the time taken to complete the qualification.

2.1.2 The Learning Provider will be required to carry out an initial assessment to identify any learning needs or disability requirements prior to the candidate starting on programme so that any additional support can be put in place.

The Learning Provider will be required to carry out an appropriate programme induction to ensure that learners / candidates are clear of their individual responsibilities and that of the Learning Provider.

- 2.1.3 The Learning Provider will be responsible for enrolling the candidate on the agreed SVQ with the Scottish Qualifications Authority (SQA) and ensure that all completed units are internally verified and accredited with the SQA. Completed unit certificates will be provided to candidates.

2.2 Assessment, quality and support

- 2.2.1 The Learning Provider should be able to clearly demonstrate an in-depth understanding and knowledge of SVQs and the complexity and challenges of the care and support operating environment in Scotland.
- 2.2.2 All Assessors working on this contract should be qualified assessors and have an in-depth understanding of Scottish Care and Support. CVs may be requested by Community Integrated Care.
- 2.2.3 Community Integrated Care expects the Learning Provider to use an e-portfolio and that nominated Community Integrated Care staff should have access to a dashboard to provide real time updates on candidate progress.
- 2.2.4 As part of the induction process, candidates will be provided with appropriate training on how to access and use their e-portfolio.
- 2.2.5 Assessors will be expected to provide face-to-face assessment and support not less than 6 times in any one 12 month period.
- 2.2.6 Assessors should hold no less than 3 tripartite reviews in any 12 month period with the individual candidate and their line manager to review progress and identify any areas of concern. These could be held in parallel with 2.2.5 or via agreed digital communication channels. Appropriate records of the meeting should be kept and should be available to the Community Integrated Care Learning & Development Manager on request.
- 2.2.7 The learning provider will be required to provide monthly summary overview progress reports to the Community Integrated Care Learning & Development Manager with RAG status to identify any immediate or emerging issues which Community Integrated Care may need to manage.
- 2.2.8 The Learning Provider will be required to meet with the Learning & Development Manager on a quarterly basis to review the contract.

2.3 Costs and funding

- 2.3.1 All tenders should show a full breakdown of costs, including the cost of the qualification, and any additional costs so that we get a true tender price per candidate and show economies of scale. For example (but not limited to); mileage costs; anticipated overnight accommodation costs; registration costs; unit certification costs.
- 2.3.2 Tenders should clearly identify where VAT applies.
- 2.3.3 Learning providers will be expected to work with Community Integrated Care and / or support candidates to apply for funding through the '**Individual Training Account**' (ITA) or '**Student Awards Agency Scotland**' (SAAS) schemes.
- 2.3.4 The Learning provider will support Community Integrated Care to identify and/or access any additional funds or grants that might further reduce costs and/or provide candidates with any additional disability support needs.
- 2.3.5 We would also encourage providers to consider within their tender the option / costs/benefits of using Modern Apprenticeships and the funding saving opportunities presented through that model.

3. Additionality

- 3.3 Learning Providers should articulate how they can add value to Community Integrated Care through the development of a close business relationship in terms of talent management; economies of scale; creative solutions; and access to free learning programmes etc.

4. Process, next steps and timelines

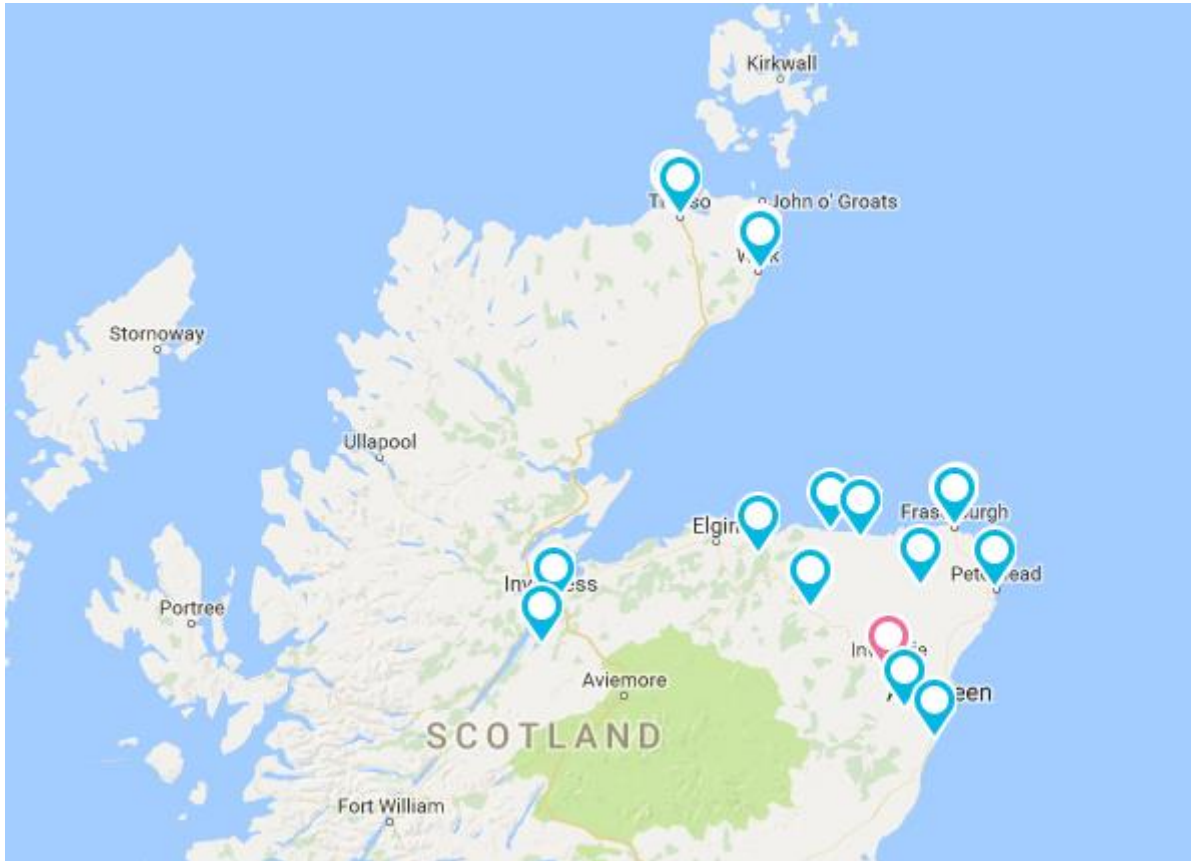
- 4.3 Submissions should be sent to Chris Swaine, L&D Manager (UK North), 2000 Academy Park, Gower Street, Glasgow, G51 1PR by close of play **Friday 27th October**.
- 4.4 Tender responses should be no more than 3 pages. Providers that we bring forward for interview will be asked to present their applications in more detail.
- 4.5 Any questions or queries about the tender should be sent to chris.swaine@c-i-c.co.uk. Questions and responses will be made available to other providers who have expressed an interest in tendering.
- 4.6 Following shortlisting / assessment of tenders, CIC will invite selected Learning Providers to meet with selected Community Integrated Care staff to talk through their bid and a question and answer session. Dates and locations:
 - 4.6.1 Lot 1 – North region – Inverurie – Thur 2nd November.
 - 4.6.2 Lot 2 – Central region – Glasgow – Fri 3rd November
 - 4.6.3 Lot 3a – South Region – Dumfries – Monday 30th October

4.6.4 Lot 3b – South Region – Scottish Borders – Mon 6th Nov

- 4.7 Preferred Providers will then be selected and following further probity checks will be contracted.

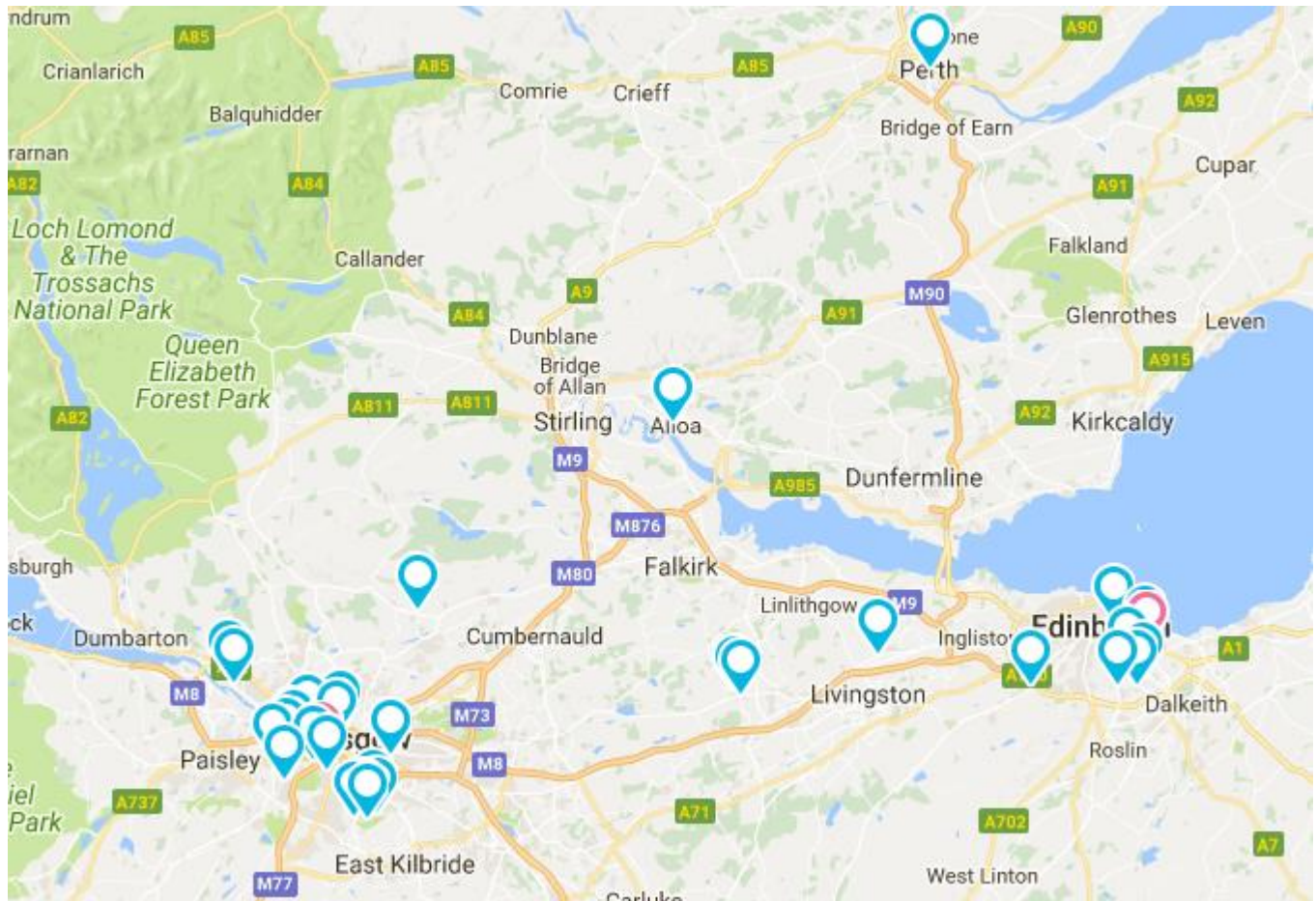
Appendix 1

Lot 1 – North region



Appendix 2

Lot 2 – Central region



Appendix 3

Lot 3a – South region – Dumfries and Galloway

Lot 3b – South region – Scottish Borders

