

Measuring change support

Invitation to tender (ITT)

December 2019

Introduction

Big Local areas are well into the delivery phase of the programme with an average spend of over half of the £1.1m available to each area. With areas working on a wide range of new, exciting and inspiring projects, Local Trust is expanding the support they can access around measurement and evaluation. This tender is to recruit additional measuring change support providers into our pool.

This is a process to tender to provide support for Big Locals to evaluate and research the changes they are making. This support will involve working with a small number of Big Local areas to build their capacity and skills around measuring change. Local Trust is looking to develop partnerships with providers who can deliver this support directly with one or more Big Local areas. We are open to working with organisations, consortia and individuals that have a support offer that they are already using in communities and to those who would like to use their knowledge and experience to develop a new support offer.

[Local Trust](#) is an independent charitable trust that runs the Big Local programme. Big Local is a 15-year Big Lottery funded initiative to support 150 communities in England. Each Big Local area has £1.1m to spend over 10-15 years. The work in areas is led by local volunteers, and areas set their own priorities. The Big Local programme is administered by Local Trust, which also provides training, networking opportunities, research and support to areas.

Purpose and principles of support

Since March 2019, Local Trust has offered Big Locals support to understand and measure the changes they are bringing about in their local areas. This support is for Big Locals to develop their understanding of what change is and how to measure it. This support is for Big Locals to understand and learn from the changes they are bringing about in their area and the value of measuring change for their own use. This is not primarily about improving Big Locals reporting to Local Trust but this is an important secondary outcome.

We have deliberately chosen our language around 'measuring change' to reflect the ethos of the programme, highlighting that areas can choose how and what to measure out of the wide variety of activities, development and projects they fund. We expect support providers to maintain and uphold our ethos and approach to supporting and building capacity of Big Local residents when delivering their support.

Through this support we intend to:

- Increase residents' skills and capacity to measure the change they are making
- Inform Local Trust on how effective the approaches used are in supporting Big Local areas to measure the changes they are making

- Collect more rigorous data and research, for use by both Big Local areas and Local Trust, particularly to increase our evidence base to support our [research team's action plan](#)
- Build areas' confidence in working with a wider range of partners

Measuring change and Big Local

The people who are heavily involved in Big Local, mainly [partnership members](#), are at the forefront of understanding and observing changes they are making in their area. They can, anecdotally, describe how Big Local work has improved the look and feel of the area, impacted local residents and brought the community together. However, with limited capacity, they often don't have the time or specialised skills to evaluate their activities and projects.

Big Locals are interested in measuring change for a number of reasons including completing their [Big Local plan review](#), sharing progress with the community, fundraising or having a greater understanding of their activities to make improvements. What we've learned from delivering the support so far is that, overwhelmingly, Big Locals want to take up this support so they can tell their community what they've achieved.

Increasing our pool of support providers

We previously recruited for support partners in February 2019 and now have a small number of providers working with Big Locals across England. We are looking to supplement our current provider pool to increase the number of areas we can work with.

We are interested in hearing from providers that have experience with methods that suit community-led evaluation, including participatory and creative methods and involving the wider community in evaluation. We are also interested in working with providers who are able to work in more remote parts of England. This [map](#) shows where Big Local areas are located.

Our measuring change support offer

We want as many Big Locals to access the measuring change support as possible so we have developed a range of offers they can take up. It is crucial that this support is delivered *with* and *for* Big Locals. It must be flexible to adapt to the needs of areas.

Bespoke support

The bespoke support offered through measuring change is intended to support areas to better understand the difference they have made to their community and increase their skills to continue to evaluate their activities after the support ends. The support is designed to be resident led. Partnerships decide whether or not they want to move forward with the support and then dictate what the support will focus on.

They work with a support provider for up to a year to identify the changes they want to make, develop tools that work best for them and co-analyse the data collected. The provider will bring this together into a report at the end of the support for the area and Local Trust. The report doesn't need to just be a written report, it can also be a poster, video or something else that suits the needs of the area. At end of the support, we want partnerships to be better placed to take the evaluation forward, whether that is doing the evaluation themselves or knowing how to commission further work. There must also be tangible outcomes that the provider can demonstrate to the Big Local area and Local Trust.

Anticipated outputs

This support is also about increasing Local Trust's understanding and evidence base on the changes that areas are bringing about. For each Big Local, we expect a research report which highlights key findings of impact made so far. We also ask for an additional output for Local Trust on the providers' reflections on how the support went so we can learn more about the best ways to deliver community-led research and evaluation.

Tailored workshops

This is something new to the 2020 measuring change support offer. We want to offer areas support that is more tailored than training but not as intensive as the bespoke support. These tailored workshops might be for one or a small number of areas that want to focus on a particular topic which requires more time to understand. We envisage these workshops could be one-off or multiple sessions to allow areas to develop their thinking and understanding over a period of time.

Anticipated outputs

We expect tools and resources to be developed for use by the areas involved. These resources shouldn't be just for the people involved in the workshops but should also provide enough context so others can use them. Depending on the topic of the workshop, these outputs may also be shared more widely, such as on the Local Trust website or with other areas.

Other support

We also offer training events open to all Big Locals. Topics are identified based on what areas would find most useful and focus not just on increasing skills, but also on sharing learning between Big Locals.

Style of support

As Big Local is a volunteer-led, long-term programme, providers must be aware of the time it takes for projects to be implemented. It is also important to consider the scale and scope of working at the hyper local level. Support around measuring change should therefore be proportionate and take into consideration the uniqueness of each Big Local area.

We are flexible on the method and style of delivery that trainers might implement. This includes the period of time that the support might take place over, the topics focused on and the number of Big Local areas you will be working with. It is important that the chosen contractors respect the need for flexibility in how and when support is delivered; Big Local is run by volunteers who may not be available for whole days at a time, or only available at weekends or evenings.

Budget

We intend to commission multiple support partners to each work with a small number of Big Local areas. We envisage contracts to range from £5,000 to £40,000, depending on the type and length of support; and the number of areas involved.

Commissioning process

Please include the following information within your proposal, clearly setting out the following using the numbering below:

1. A detailed description of how you would approach the work and develop the support, including outcomes of your support; how you would manage limited volunteer capacity in areas; and proposed outputs of the work.
2. A description of your knowledge and experience of the volunteering and community sector and how you will use it to work with Big Local areas.
3. A timeline for the work, indicating when you would plan to deliver different activities. This should include key milestones in the project and deliverables against each of these.
4. A detailed budget including all costs, expenses and VAT, specifying all day rates, the number of days proposed and cost of particular activities.
5. Details of the staffing you propose for the work. A description of the team's skills which outlines how you meet the skills requirements, including CVs.
6. Details of how you will project manage the commission and quality assure your work.
7. The contact details of two previous clients with direct knowledge or experience of your work relevant to the work we require. Please specify how the referees know your work and if they can be contacted by us straightaway.
8. An overview of you and/or your organisation: charity, company or other reference or registration number; summary annual income and expenditure for the 2018-2019 financial year; projected income for 2019-2020; membership of trade bodies, kite marks or awards relevant to this contract.
9. A statement on how you would ensure compliance with GDPR regulations
10. Your safeguarding policy and research code of conduct.
11. Any other relevant information that will assist us in our decision.
12. Your contact details, including email address and phone number.

Proposals should not exceed 16 pages and fonts should be a minimum of size 11.

Submitting a proposal

Please send your proposal as a PDF document (plus CVs) to: research@localtrust.org.uk

Proposals to be submitted by: Monday 13 January 2020 at 10.00am (UK time)

Any questions relating to this expression of interest should be emailed to research@localtrust.org.uk

Following this process, we intend to shortlist potential contractors and may invite a small number for interview on Monday 27 January.

Assessing your proposal

Contracts will be awarded based on the most responsive service provider whose offer is assessed to be the most advantageous in terms of cost, methodology and relevant experience.

We will assess your proposal using the following criteria:

- Skills, resources and experience to carry out all elements of the work
- The extent to which the proposal delivers what is needed
- Evidence of understanding of appropriate ways to work with community groups and volunteers
- Understanding of who the work is aimed at and the most effective approaches to format, tone, accessibility, in the production of advice and guidance.
- Value for money (we are not bound to accept the cheapest proposal).