

Appendix A

Request for Quotation

for

Youth Services

for

Central Bedfordshire

Council

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1. RFQ Process

Following on from receipt of your completed PQQ (Prequalification Questionnaire), Central Bedfordshire Council wishes to invite you to provide a quotation one, any or all of the following community services:

- YS1 – Youth Support Services – Leighton Buzzard
- YS2 – Youth Support Services – Sandy and Biggleswade
- YS3 – Youth Support Services – Arlesey, Shefford & Stotfold
- YS4 – Youth Support Services – Dunstable & Houghton Regis
- YS5 – Youth Support Services – Volunteering
- YS6 – Youth Support Services – Arts, Music and Dance
- YS7 – Youth Support Services – Outdoor Education / Activities
- YS8 – All Services in One Package

In relation to this contract, the provider(s) will be expected to provide high quality Youth Support Services in order to help young people with their direct needs as well as to assist them with their personal and social development enabling them to make informed decisions that will set them on the path of adulthood and future success.

Please check this document, particularly the specification and if any pages are missing, duplicated or the printing is indistinct, please notify us at once as the Council will accept no liability for such errors or omissions.

All items in the Pricing Schedule should be costed accordingly. Our Payment terms are 30 days from receipt of invoice.

It is important for the proper comparison of quotations that no unauthorised alterations have been made to the quotation documents. Quotations containing unauthorised alterations or qualifications may be rejected. If you consider that changes are necessary, your proposals for such changes must be submitted at once for consideration and if they are approved, they will be circulated to all other potential providers.

Bids shall remain open for acceptance for a minimum of ninety days. The Council expects to decide award of contract within thirty days of the closing date for submission of quotations.

The Council is not bound to accept any quotation or make any award from this Invitation to Quote. The contract will be awarded on the basis of the “Most Economically Advantageous Quotation” based on the criteria as set out below and

the Council's financial approval. Acceptance of the quote by the Council shall be in writing and on the Council's terms and conditions as detailed below.

Weighting criteria: Resources/Quality = 80 % Costs = 20 %

All quotations submitted must be bona fide and without canvassing or soliciting any member or employee of Central Bedfordshire Council or fixing the rates with another provider. You should also declare if you have a family or close friend who works for the Council or is a member of the Council.

The completed quotation documents are to be returned sealed in an unmarked envelope directly to Linda Sharpstone, Category Review Manager, by no later than 12.30pm on Tuesday 3rd May 2011 . Quotations received after that time will be discounted.

Please post your responses to:

Linda Sharpstone
Category Review Manager
Central Bedfordshire Council
Technology House
239 Ampthill Road
Bedford
MK42 9BD

Action	Date
Submit RFQ to approved providers	30 th March 2011
Providers acknowledge receipt of Quotation Invitation and intention to respond	1 st April 2011
Responses returned to Procurement by	3 rd May 2011
Evaluation and short-listing	4 th May 2011
Provider Presentations/Interviews	11 th +12 th May 2011
Contract Award	1 st June 2011
Service commencement	To be agreed

Please note that time-scales may deviate from those listed above and are for guideline purposes only except for the return date of your response to this RFQ.

Please acknowledge receipt of this letter and enclosures by email and confirm that you are able to submit a quotation in accordance with these instructions and timescales above. If, for any reason you are unable to do so, please confirm that you are declining to tender on this occasion.

The Council will provide as much support and information as it can to help guide you through the quotation process. If there is anything you are not sure of or need clarification on, then please do not hesitate to ask. We will supply copies of all questions asked together with our response to all providers to ensure a fair and consistent approach to all. Please note that any questions should be sent by email to Linda.sharpstone@centralbedfordshire.gov.uk by no later than Friday 22nd April 2011.

We will be short-listing from the initial phase of this tender. This will be based on the highest scores on the tender submission. It is intended that those shortlisted suppliers will be invited to present their responses to the evaluation panel

Please keep 11th and 12th May 2011 free for impending presentations.

If providers are shortlisted to the presentation stage the weighting percentage for Financial will remain the same (20%) The Resources/Quality element will be pro-rata and adjusted to allow 20% for the presentation stage i.e. Provider achieving maximum scores of 20% Financial and 80% Quality will be adjusted to 20% Financial, 60% Quality, and 20% related to the presentation and software demonstration.

2. Introduction

The service will contribute to the objectives and outcomes prioritised in the Children and Young Peoples Plan, focusing on:

- Helping children and young people achieve more and transforming relationships with schools.
- Protecting children and keeping them safe.
- Reducing child poverty and improving early intervention and prevention.
- Targeting the most deprived areas and vulnerable groups to improve children's emotional and physical health.

Young people need high quality support services to help them with their direct needs as well as to assist them with their personal and social development enabling them to make informed decisions that will set them on the path of adulthood and future success.

High quality youth support services are based on:

- Quality support for young people.
- Listening to young people so they can influence decisions made at various levels.
- A wide range of personal and social development opportunities.
- Preventing disaffection and social exclusion.
- Well planned activities focusing on outcomes that meet young people's needs and priorities.

Youth work is helping young people learn about themselves and others through informal educational activities that are both fun and challenging. All activities contribute to at least one of the priorities outlined within The Children and Young People's Plan.

Good youth work begins with looking at young people's situations and develops a response based on their needs. The relationship between a young person and youth support services is voluntary and, as such, activities have to be available when young people want them and are able to access them. The aim is to give young people opportunities to make informed choices in a safe environment and gain qualifications through a personalised curriculum.

We want young people to access the support and opportunities they need to:

- Succeed in education and continue, where appropriate, participating in learning until the age of 18 or to have secured employment, training or Apprenticeships.
- Make informed choices about their lives and be prepared for a successful transition into economically active adulthood.
- Raise their aspirations and fulfil their potential.
- Overcome barriers that may prevent them from progression.
- Secure appropriate accredited qualifications which support young people's progression into education, employment or training through their involvement and experience of youth support services.
- Influence decisions that impact on their lives.

3. Aims

- This service is designed to provide support and opportunities to young people through youth centres, detached work, project based work, schools and colleges and other appropriate centres.
- To contact and engage with vulnerable and NEET young people in order to support them with coping and meeting their needs and overcoming any barriers preventing them from positive progression.
- Provide accurate, up to date, objective information about personal and lifestyle issues, learning and career opportunities, progression routes, choices, where to find help and advice, and how to access it.
- Develop young people's personal and social skills through a range of high quality opportunities.

- For partners to enhance the resources allocated by the Council and work towards securing funding to ensure the sustainability of the service.

4. Objectives

- To deliver the opportunities for young people to meet with other young people in a safe space and experience new opportunities, both on and off site, which are enjoyable and enable them to achieve against positive life goals.
- To develop targeted initiatives with groups of young people sharing similar experiences through their situation, delivering a range of positive activities and experiences and providing sign posting and key work support for those young people who feel ready to access universal / mainstream services.
- To work closely with a wide range of partners, including those in the voluntary and community sectors, to develop a shared vision for reducing disengagement by young people.
- Promote opportunities to gain accredited qualifications and relevant skills for employment, including literacy and numeracy.
- To take full responsibility for the management of youth centres, ensuring they are accessible to a diverse range of groups to run youth provision and provision that supports the needs of the wider community, in line with the principles of 'Big Society'.
- To deliver activities that focus on positive behavior change for young people who have been identified as having emotional or behavioral difficulties, communication difficulties or are deemed at risk of drug use, alcohol misuse, teenage pregnancy or sexually transmitted infection.
- To deliver projects that promote young people's understanding of their citizenship, political, religious and cultural history and promote tolerance of difference.
- Establish measures to identify those at risk early.
- Provision of support for young people who are identified as being likely to find the transition from middle to upper school and /or upper school to further education challenging.
- Support young people in producing and completing the appropriate forms and action plans to secure their benefit and or housing entitlement.
- Support young people who are NEET to secure a successful and relevant transition into education, employment or training.
- To provide information and support that young people need to make well informed and realistic decisions about their lives.

- To develop a coordinated approach to gathering and sharing information to ensure that support focuses on specific schools, wards or groups of young people likely to be at risk.
- To ensure close involvement of young people in developing, reviewing and revising programmes to ensure that provision is carefully matched to their needs.
- Focus on giving early support to the young people most affected by factors that are most often associated with disengagement from education, training and employment so that the effects might be countered.
- Promote and engage young people in volunteering, ensuring their contribution and experience is meaningful, valued and accredited.
- Good collaboration between key workers from different agencies such as schools, police, youth offending and health, contribute to complementary and integrated services that meet the full range of young people's needs.

5. Outputs, Outcomes & Resources

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
YS1. Leighton Buzzard	<p>Management of Leighton Buzzard Youth Centre (including responsibility for running costs)</p> <p>3 Evenings per week youth provision – target age 12-18 through youth centres, detached work, project based work, and other appropriate methods. One of the youth work sessions to take place on Friday evenings</p> <p>School holiday provision – positive activities</p> <p>Needs led day time provision</p> <p>Recruit and train adult</p>	<p>Have contact with 950 different young people aged 12 -18 from the Leighton Buzzard area</p> <p>Actively engage with 600 different young people aged 12 -18 in Leighton Buzzard</p> <p>Recorded Outcomes: 300 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 95 young people aged 12-18 participating in youth work should receive</p>	<p>Seconded Qualified Youth Worker x 1 fte</p> <p>In addition bids not to exceed £40,000 per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Centre running costs • Management fee • Allocation to recruit sessional staff • Volunteer

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
	<p>volunteers</p> <p>Making centre accessible for other provider groups to run provision</p> <p>Work with schools and relevant partners to focus on giving early support to the young people disengaged from education and or wider society</p> <p>Establish accredited volunteering opportunities for young people</p> <p>Support the work of the Youth Parliament in the area as required</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>an Accredited Outcome</p> <p>150 of the participants to have been engaged from vulnerable young people</p> <p>50 young people to have undertaken volunteering training</p> <p>Partners to have secured sustainable funding post the initial Early Intervention Grant</p> <p>Recruited and sustained adult volunteers</p>	<p>support costs</p> <ul style="list-style-type: none"> Nominal equipment / activity costs
YS2. Sandy & Biggleswade	<p>Management of Sandy Youth Centre (including responsibility for running costs)</p> <p>Management of Biggleswade Youth Centre (including responsibility for running costs)</p> <p>3 Evenings per week youth provision in both areas including one</p>	<p>Have contact with 1800 different young people aged 12-18 from the Sandy and Biggleswade area</p> <p>Actively engage with 1200 different young people aged 12-18 from the Sandy and Biggleswade area</p> <p>Recorded Outcomes: 600 young people</p>	<p>Seconded Qualified Youth Worker x 1 fte</p> <p>In addition bids not to exceed £55,000 per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the</p>

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
	<p>session to take place on Friday evenings – target age 12-18 through youth centres, detached work, project based work, and other appropriate methods</p> <p>School holiday provision – positive activities (in both areas)</p> <p>Needs led day time provision</p> <p>Recruit and train adult volunteers</p> <p>Making both centres accessible for other provider groups to run provision</p> <p>Work with schools and relevant partners to focus on giving early support to the young people disengaged from education and or wider society</p> <p>Support the work of the Youth Parliament in the area as required</p> <p>Establish accredited volunteering opportunities for young people</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post</p>	<p>aged 12 -18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 190 young people aged 12 -18 participating in youth work should receive an Accredited Outcome</p> <p>300 of the participants to have been engaged from vulnerable young people</p> <p>100 young people to have undertaken volunteering training</p> <p>Partners to have secured sustainable funding post the initial Early Intervention Grant</p> <p>Recruited and sustained adult volunteers</p>	<p>following:</p> <ul style="list-style-type: none"> • Centre running costs • Management fee • Allocation to recruit sessional staff • Volunteer support costs • Nominal equipment / activity costs

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
	the initial Early Intervention Grant		
YS3. Arlesey Shefford & Stotfold	<p>Management of Arlesey Youth Centre (including responsibility for running costs)</p> <p>3 Evenings per week youth provision – target age 12-18 through youth centres, detached work, project based work, and other appropriate methods. One of the youth work sessions to take place on Friday evenings</p> <p>School holiday provision – positive activities</p> <p>Needs led day time provision</p> <p>Recruit and train adult volunteers</p> <p>Making centre accessible for other provider groups to run provision</p> <p>Work with schools and relevant partners to focus on giving early support to the young people disengaged from education and or wider society</p> <p>Support the work of the Youth Parliament in the area as required</p> <p>Establish accredited</p>	<p>Have contact with 950 different young people aged 12 -18 from the Arlesey, Shefford and Stotfold areas</p> <p>Actively engage with 600 different young people aged 12 -18 from the Arlesey, Shefford and Stotfold areas</p> <p>Recorded Outcomes: 300 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 95 young people aged 12-18 participating in youth work should receive an Accredited Outcome</p> <p>150 of the participants to have been engaged from vulnerable young people</p> <p>50 young people to have undertaken volunteering training</p> <p>Partners to have secured sustainable funding post the</p>	<p>Seconded Qualified Youth Worker x 1 fte</p> <p>In addition bids not to exceed £40,000 per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Centre running costs • Management fee • Allocation to recruit sessional staff • Volunteer support costs • Nominal equipment / activity costs

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
	<p>volunteering opportunities for young people</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>initial Early Intervention Grant</p> <p>Recruited and sustained adult volunteers</p>	
<p>YS4. Dunstable and Houghton Regis</p>	<p>Management of Bedford Square Community Centre (including responsibility for running costs)</p> <p>3 Evenings per week youth provision – target age 12-18 in Houghton Regis through youth centres, detached work, project based work, and other appropriate methods. One of the youth work sessions to take place on Friday evenings</p> <p>Making the Bedford Square Community Centre accessible for other provider groups to run provision</p> <p>3 Evenings a week youth provision – target age 12-18 in Dunstable through youth centres, detached work, project based work, and other</p>	<p>Have contact with 1800 young people aged 12-18 from Dunstable and Houghton Regis area</p> <p>Actively engage with 1200 different young people aged 12-18 from the Dunstable and Houghton Regis area</p> <p>Recorded Outcomes: 600 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 190 young people aged 12-18 participating in youth work should receive an Accredited Outcome</p> <p>500 of the</p>	<p>Seconded Qualified Youth Worker x 1 fte</p> <p>In addition bids not to exceed £75,000 per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Centre running costs (Bedford Square Youth Centre) • Management fee • Allocation to recruit sessional staff • Volunteer support costs • Nominal equipment / activity costs

Area	Output – Minimum requirements	Outcomes- Minimum requirements per year	Resource
	<p>appropriate methods. Including running of Friday night football provision (currently run at Pro Zone, Dunstable Leisure Centre)</p> <p>School holiday provision – positive activities in both areas</p> <p>Needs led day time provision in both areas</p> <p>Recruit and train adult volunteers in both areas</p> <p>Work with schools and relevant partners to focus on giving early support to the young people disengaged from education and or wider society</p> <p>Support the work of the Youth Parliament in the area as required</p> <p>Establish accredited volunteering opportunities for young people in both areas</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>participants to have been engaged from vulnerable young people</p> <p>100 young people to have undertaken volunteering training</p> <p>Partners to have secured sustainable funding post the initial Early Intervention Grant</p>	

Area	Output – Minimum requirements	Outcomes – Minimum requirements per year	Resource
YS5. Volunteering	<p>Establish and coordinate an accredited volunteering programme for young people built on the framework of Millennium Volunteers and 'V'</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>250 young people to have completed a recognised and accredited volunteering award</p> <p>Partners to have secured sustainable funding post the initial Early Intervention Grant</p>	<p>Bids not to exceed £45k per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Management fee • Volunteer support costs <p>Please note that this area does not include a youth worker. If the organisation appoints their own staff they do not need to be JNC qualified Youth Workers</p>

Area	Output – Minimum requirements	Outcomes – Minimum requirements per year	Resource
YS6. Innovation Arts, Music, Dance	<p>Provide innovative and creative opportunities for young people through the Arts including music and dance</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>1 major event per year</p> <p>20 workshops across designated areas</p> <p>300 different young people aged 12-18 to have participated in creative and high standard arts, music, dance related workshops / major event – demonstrably leading to skills development and raising self esteem</p> <p>Recorded Outcomes: 180 of the participants should receive a Recorded Outcome</p> <p>(Young people to be recruited from youth groups or referral agencies and not school groups)</p>	<p>Bids not to exceed £25k per year (Finances may be pro-rata subject to start dates)</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Management fee • Staffing / Instructor costs • Costs to cover major event <p>Please note that this area does not include a youth worker. If the organisation appoints their own staff they do not need to be JNC qualified Youth Workers</p>

Area	Output – Minimum requirements	Outcomes – Minimum requirements per year	Resource
YS7. Innovation Outdoor Education / Activities	<p>Provide innovative and creative opportunities for young people through Outdoor Education / Activities</p> <p>Partners to demonstrate how they have enhanced the resources allocated by the Council and worked towards securing sustainable funding post the initial Early Intervention Grant</p>	<p>20 days of outdoor education provision</p> <p>300 different young people aged 12-18 to have participated in creative and high standard outdoor education activities demonstrably leading to skills development and raising self esteem</p> <p>Recorded Outcomes: 180 of the participants should receive a Recorded Outcome</p> <p>(Young people to be recruited from youth groups or referral agencies and not school groups)</p>	<p>Bids not to exceed £15k per year</p> <p>Resource allocation comprises of the following:</p> <ul style="list-style-type: none"> • Management fee • Staffing / Instructor costs <p>Please note that this area does not include a youth worker. If the organisation appoints their own staff they do not need to be JNC qualified Youth Workers</p>

6. Purpose of this Agreement

For the purpose of this agreement, the service should target vulnerable young people at most risk of becoming NEET and or disengaged from school, college or wider society including:

- Those with low levels of literacy and numeracy
- Those whose attendance at school is poor
- Those whose unsatisfactory behaviour leads to, or puts them at risk of, exclusion
- Those who are or at risk of becoming homeless
- Looked after children
- Young people with a learning difficulty and/or disability
- Teenage parents and pregnant teenagers

- Young carers
- Those with health problems, especially mental health problems
- Young people from disadvantaged or challenging family backgrounds
- Those with complex social and emotional needs
- Young people at risk of offending
- Those who are leaving a custodial establishment
- Those, especially males, from low-income families where there is a tradition of adults not participating in employment, training or further and/or higher education
- In some areas, young people from particular minority ethnic backgrounds.

7. Principles of Agreement

For the purpose of this agreement the following principles should be followed:

- Youth support services should be recognised and trusted by young people, have convenient entry points from which young people may be signposted or referred to the services they need, and be open at times and in places which suit needs especially in evenings and at weekends. Opportunities are:
 - Educative - learning opportunities providing information and skills development.
 - Participative - playing an active role in their own / and their community's development.
 - Empowering - understanding and acting upon issues that affect their lives
 - Equality of opportunity - enabling and encouraging all young people to access services, to celebrate diversity and to understand and challenge all forms of oppression.
 - Frontline staff should have the skills, appropriate qualifications and knowledge to engage with vulnerable young people and quickly and effectively identify young people's needs. They should have the skills and knowledge either to address the needs of young people or to signpost or to refer them to suitable alternative provision. The lead youth worker should be JNC qualified.
 - Anybody employed by, or on behalf of, the organisation (including volunteers, apprentices, etc) must have a fully enhanced CRB clearance before working with young people.
 - Links between different youth support services should be clear from the young person's perspective. Where necessary, young people should be supported in their transition between services.
 - Youth support services should be targeted to the needs of young people, and be informed by social and economic priorities at local, regional and national levels.
 - The range of provision should reflect the diversity of young people's needs.
 - Services should reflect young people's present and future needs.

8. Representation and Meetings

- To liaise and provide information for the Council's Commissioning team and any other relevant agencies as directed by the council.
- Provide written reports in advance of the regular SLA review meetings.
- Attend meetings with members of the Commissioning team to share information and move forward the development of services.

9. Performance Management and Monitoring

- The Provider will provide the council with the monitoring and evaluation information required as set out in the Performance Management Framework in order to meet the objectives of the Contract.
- The provider will provide quarterly statistical reports to evidence the activity outlined in the agreement.
- The provider will meet with the nominated officer from the authority every quarter to review performance against targets, agree on actions for improvement, and change service focus. This too will be an opportunity to discuss any issues or concerns about the service.
- Provide a financial position statement outlining expenditure in line with the delivery element of the contract at the end of Quarter 2 & Quarter 4.
- The lead Youth Worker to attend relevant external inspection meetings.
- Council seconded Youth Workers will undertake appraisals every six months through the Council in addition to any appraisal systems established by the provider.
- Council seconded Youth Workers will attend quarterly meetings with the Youth Services Commissioning team to ensure they are briefed about local and national developments in line with good work force development practice.

10. Funding

The funding is via the Early Intervention Grant and will run to 31st March 2013

11. Financial Management

- The provider will invoice the council for 40% of the total amount of annual funding at the start of the agreement followed by 3 quarterly amounts on, 1st September, 1st December and 1st March in year one and the by 4 quarterly amounts for the second year on 1st April, 1st July, 1st October, 1st January.
- A discussion will take place where significant slippage on spending occurs. Depending on the outcome, this may result in slippage being re-profiled for use for

other services or slippage being drawn back to CBC to commission additional services.

12. Non-performance

The provider may be considered to be not performing if performance monitoring information is not being submitted or submitted late on more than one occasion.

If the provider is deemed to be not performing, then initially there will be written notification from the Commissioning Manager as part of the performance monitoring process which will set out an acceptable level of improvement to be achieved and a timescale (usually 2 months).

If the provider fails to achieve the improvement in the given timescale in the first instance, the Commissioning Manager will meet with the provider and agree an action plan for improvement.

If, following two notifications of the failure to comply, the provider does not meet the required level of performance; the matter can be taken to the Children's Trust Executive Commissioning Board where termination of the contract can be considered.

13. Pathways, Assessment & Joint Working

The provider will work in partnership with other agencies to develop protocols for effective signposting and where appropriate, referral and joint working arrangements.

The provider will review formal agreements on a regular and timely basis with Commissioners to ensure they allow young people efficient and timely access to the service.

14. Referral Process

- The provider will work in partnership with other agencies (within a Think Family framework) to develop protocols for effective signposting and referral criteria.
- Process will be supported by the Commissioning Service and will be developed in the context of local arrangements with the CAF and CAF manager.

15. Joint Working & Partnership Arrangements

- Providers will develop and agree formal arrangements in respect of joint working with partner agencies.

16. Performance Management Framework 2011/2013

- Reduced numbers of young people not in education, employment or training.
- Narrowing of achievement gaps for vulnerable young people
- Prevent young people from getting involved in crime and reduce re-offending rates
- Increase educational attainment for young people unlikely to succeed in a school environment

- Develop vulnerable young people's aspirations, self esteem and self belief
- Number of Contacts as specified
- Number of young people actively engaged as specified
- Recorded Outcomes: as specified
- Accredited Outcomes: as specified

Schedule 1: Performance Management Framework

Performance Indicators and targets are annual and will be pro rata in the current financial year in line with the contract start data.

Performance Indicators	Evidence required	Targets set	By when
Performance reports (All)	<p>How the programme has contributed to the following indicators:</p> <p>NI117 16 to 18 year olds not in employment, education or training</p> <p>Work or student status of young people at engagement start</p> <p>Progress made in relation to improving employability or education prospects</p> <p>Data in regards to young people worked with, including name, address, gender, ethnicity etc</p>		<p>Quarterly + Annual report</p> <p>Data to be sent monthly</p>
Activities YS1	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged in Youth</p>	<p>Have contact with 950 different young people aged 12 -18 from the Leighton Buzzard area</p> <p>Actively engage with 600 different young people aged 12 -18</p>	<p>Quarterly + Annual report</p> <p>Data to be sent monthly</p>

	<p>provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p> <p>Data in regards to young people worked with, including name, address, gender, ethnicity etc</p>	<p>in Leighton Buzzard. 150 of the participants to have been engaged from vulnerable young people</p> <p>Recorded Outcomes: 300 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 95 young people aged 12-18 participating in youth work should receive an Accredited Outcome</p> <p>50 young people to have undertaken volunteering training</p> <p>Portfolio or other demonstrable evidence</p>	
Activities YS2	<p>Numbers of young people the provider has had contact with</p>	<p>Have contact with 1800 different young people aged 12-18 from the Sandy and Biggleswade area</p>	<p>Quarterly + Annual report</p> <p>Data to be sent monthly</p>

	<p>Numbers of young people actively engaged in Youth provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p> <p>Data in regards to young people worked with, including name, address, gender,</p>	<p>Actively engage with 1200 different young people aged 12-18 from the Sandy and Biggleswade area. 300 of the participants to have been engaged from vulnerable young people</p> <p>Recorded Outcomes: 600 young people aged 12 -18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 190 young people aged 12 -18 participating in youth work should receive an Accredited Outcome</p> <p>100 young people to have undertaken volunteering training</p> <p>Portfolio or other demonstrable evidence</p>	
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	ethnicity etc		
Activities YS3	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged in Youth provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p>	<p>Have contact with 950 different young people aged 12 -18 from the Arlesey, Shefford and Stotfold areas</p> <p>Actively engage with 600 different young people aged 12 -18 from the Arlesey, Shefford and Stotfold areas. 150 of the participants to have been engaged from vulnerable young people</p> <p>Recorded Outcomes: 300 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 95 young people aged 12-18 participating in youth work should receive an Accredited Outcome</p> <p>50 young people to have undertaken volunteering training</p> <p>Portfolio or other demonstrable evidence</p>	<p>Quarterly + Annual report</p> <p>Data to be sent monthly</p>

	Data in regards to young people worked with, including name, address, gender, ethnicity etc		
Activities YS4	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged in Youth provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young</p>	<p>Have contact with 1800 young people aged 12-18 from Dunstable and Houghton Regis area</p> <p>Actively engage with 1200 different young people aged 12-18 from the Dunstable and Houghton Regis area. 500 of the participants to have been engaged from vulnerable young people</p> <p>Recorded Outcomes: 600 young people aged 12-18 participating in youth work should receive a Recorded Outcome</p> <p>Accredited Outcomes: 190 young people aged 12-18 participating in youth work should receive an Accredited Outcome</p> <p>100 young people to have undertaken volunteering training</p> <p>Portfolio or other demonstrable</p>	<p>Quarterly + Annual report</p> <p>Data to be sent monthly</p>

	<p>people's personal development as a result of attending youth provision</p> <p>Data in regards to young people worked with, including name, address, gender, ethnicity etc</p>	evidence	
Activities YS5	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged</p> <p>Volunteering</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p> <p>Data in regards to</p>	250 young people to have completed a recognised and accredited volunteering award	

	young people worked with, including name, address, gender, ethnicity etc		
Activities YS6	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged in Youth provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p> <p>Data in regards to young people worked with, including name,</p>	<p>300 different young people aged 12-18 to have participated in creative and high standard arts, music, dance related workshops / major event – demonstrably leading to skills development and raising self esteem</p> <p>Recorded Outcomes: 180 of the participants should receive a Recorded Outcome</p> <p>1 major event per year</p> <p>20 workshops across designated areas</p> <p>(Young people to be recruited from youth groups or referral agencies and not school groups)</p>	

	address, gender, ethnicity etc		
Activities YS7	<p>Numbers of young people the provider has had contact with</p> <p>Numbers of young people actively engaged in Youth provision</p> <p>Number of individual young people that have gained a Recorded Outcome</p> <p>Number of individual young people that have gained an Accredited Outcome</p> <p>Number of young people who have undertaken volunteer training</p> <p>Progress made in relation to young people's personal development as a result of attending youth provision</p> <p>Data in regards to young people worked with, including name, address, gender, ethnicity etc</p>	<p>20 days of outdoor education provision</p> <p>300 different young people aged 12-18 to have participated in creative and high standard outdoor education activities demonstrably leading to skills development and raising self esteem</p> <p>Recorded Outcomes: 180 of the participants should receive a Recorded Outcome</p> <p>(Young people to be recruited from youth groups or referral agencies and not school groups)</p>	

Safeguarding (All)	Every member of staff (including volunteers) have a fully enhanced CRB clearance		Quarterly
Resources (All)	<p>How the provider has secured and enhanced the initial allocated resource</p> <p>Has the provider secured funding to sustain youth provision post the SLA period</p>		Quarterly + Annual report

Schedule 2: Provider Questionnaire

Please complete the following Quality Information and the Pricing Schedule attached in order that your Quotation may be assessed. Please note that failure to provide the required information requested may lead to your quotation being rejected. If there is an “R” after the points it indicates that there is also a ‘Pass / Fail’ threshold to that question and providers will be rejected if they do not meet the minimum requirement. Thresholds are typically set at 30%.

During the evaluation process you may be asked to provide supplementary information or be asked to attend an interview at Technology House in Bedford to discuss your tender in more detail.

1.	Basic Details of your Organisation
1.1	Name of the organisation in whose name the tender would be submitted:
1.2	Contact name for enquiries about this bid:
1.3	Contact position (Job Title):
1.4	Address: Post Code:
1.5	Telephone number:
1.6	Fax number:
1.7	e-Mail address:

2.	Youth Support Services	
2.1	5pts	Facilities – Specify where provision in Dunstable will take place? (This question is only applicable to YS4 & YS8 applicants.)
2.2	5pts	How will you ensure that the designated Youth Centre (s) is accessible to other user groups? (This question is only applicable to YS1,YS2, YS3, YS4 & YS8 applicants.)
2.3	10pts	How will you meet the objectives of the specification set, particularly address how you will contact and engage with vulnerable and NEET young people in order to support them with coping and meeting their needs and overcoming barriers preventing them from positive progressions. .
2.4	10pts	What experience do you have in accrediting young people's achievements? Please provide demonstrable evidence of achievement in accrediting young people's achievement over the last three years? (This question is only applicable to YS1,YS2, YS3, YS4, YS5 & YS8 applicants.)
2.5	10pts	What quality assurance processes will you put in place and how will these inform practice and policy?
2.6	5pts	How will you collate management information and ensure it is available and

		accurate to send to the Council on a regular basis?
2.7	5pts	How will you record and evidence young people's learning and achievements?
2.8	5pts	What experience and knowledge do you have of different youth work delivery models? (This question is only applicable to YS1, YS2, YS3, YS4 & YS8 applicants.)
2.9	5pts	How will you establish the needs of young people? (This question is only applicable to YS1, YS2, YS3, YS4 & YS8 applicants.)
2.10	10pts	What role will young people play in addition to being participants and beneficiaries of service provision?
2.11	15pts	How will you provide innovative and creative opportunities for young people through the Arts including music and dance across Central Bedfordshire? (This question is only applicable to YS6 & YS8 applicants.)

2.12	15pts	How will you provide innovative and creative opportunities for young people through the Outdoor Education activities across Central Bedfordshire? (This question is only applicable to YS7 & YS8 applicants.)
2.13	10pts	How will you develop accredited volunteering opportunities for young people across Central Bedfordshire? (This question is only applicable to YS1, YS2, YS3, YS4, YS5 & YS8 applicants.)
2.14	5pts	What are your plans for recruiting and training adult volunteers?
2.15	5pts	What partnerships will you develop and how will these benefit young people?
2.16	10pts	How will you enhance the resources allocated by the Council?
2.17	5pts	What creativity and innovation will you bring to youth provision?



Schedule 3: Pricing Schedule

This preamble forms part of the Pricing Schedule. The provider, where applicable should visit the area to satisfy themselves as to the local conditions, the full extent and character of the operation, the supply and conditions affecting labour and all other factors which could affect the execution of the contract generally, as no claims on the ground of lack of knowledge will be entertained.

- (a) The provider is to read the preambles in conjunction with the Pricing Schedules and all other contract documents.
- (b) The provider is notified that all quantities/number/figures given are approximate and given for guidance purposes only. No claim from the provider will be entertained by the Council for any mistakes in the information given.
- (c) The Provider shall price all items.
- (d) The rates to be inserted in the Pricing Schedule for works are to be the full inclusive costs. Labour rates must include all overheads, supervisory and administrative costs, together with an element of profit. Vehicle rates, if applicable, must also include all maintenance, insurance, taxation, running and fuel costs. No additions to these rates will be allowed other than in accordance with the method of review detailed in the Conditions of Contract.
- (e) The prices and/or rates stated in this Pricing Schedule constitute the only reimbursement and profit to the company for providing the services. The prices are deemed to cover all costs, expenses and profit incurred directly or indirectly by the provider in providing the works, supplies or services.
- (f) The price quoted will be benchmarked against the original quote and recorded throughout the life of the agreement as a KPI (Key Performance Indicator). This will be part of our annual efficiency contract review.
- (g) All administration costs including overheads, printing, posting, copyright etc; are included within the prices quoted below.
- (h) The actual price to be paid will be a product of the rates detailed in this document. All work shall be authorised in advance in writing by the Council's authorised officer.
- (i) All sums payable by or to the Council or the provider are exclusive of Value Added Tax ("VAT"). Where VAT is chargeable on such sums, the payer shall pay, upon production of a valid VAT invoice by the payee, such VAT shall be in addition to such sums

PRICING SCHEDULE – FOR THE PROVISION OF YOUTH SUPPORT SERVICES

Please provide a detailed structure of how the service will be delivered including a breakdown of all costs. If you are providing costs for more than one service, please price these individually under each reference, i.e. YS1, YS2 etc. Please also illustrate how you will combine these services, and what financial savings/efficiencies will be made.

For costing range, please refer to section 5 – Outputs, Outcomes and Resources for further information.

- YS1 - Youth Support Services – Leighton Buzzard.
- YS2 - Youth Support Services – Sandy and Biggleswade
- YS3 - Youth Support Services – Arlesey, Shefford & Stotfold
- YS4 - Youth Support Services – Dunstable & Houghton Regis
- YS5 - Youth Support Services – Volunteering
- YS6 - Youth Support Services – Arts Music Dance
- YS7 - Youth Support Services – Outdoor Education / Activities
- YS8 - All Services in one package

Please provide annual pricing.

<u>Service</u>	<u>YS1 – Cost</u>	<u>YS2 – Cost</u>	<u>YS3 – Cost</u>	<u>YS4 – Cost</u>	<u>YS5 – Cost</u>	<u>YS6 – Cost</u>	<u>YS7 – Cost</u>
<u>Staffing</u>							
<u>Premises</u>							
<u>Training</u>							
<u>Transport</u>							
Any other costs required to successfully deliver this service not included in the above. Procurement.							
TOTAL COST							

Schedule 4: Contact, Participation, Recorded Outcomes & Accreditation

Contact means:

- The youth worker has had enough of a contact with the young person to know the name and face of the young person and is consciously building a relationship with them and informing them about provision for example:
 - A young person attends an event or youth centre to find out more information, but as yet not engaged with provision
 - The youth worker has engaged with a class in school informing them about a specific issue or generally introducing themselves or informing them about the local youth centre
 - A young person may seek information or advice, but at this stage it is only an enquiry and the worker has not undertaken any meaningful work

Participation means:

- The youth worker(s) has an ongoing relationship with the young person, and the young person is involved with and attends youth work sessions and activities on a regular basis and is participating in a youth work curriculum in some way,

or

- The young person takes part in a "concentrated experience" - a piece of focused work such as a residential event or project. The engagement must be meaningful and not just passive attendance

Recorded Outcomes are:

A recorded outcome is achieved when a young person has made progress in an area of their life as a result of the support they have received through their involvement in youth work. Recorded outcomes will be specific to the young person and will reflect their particular circumstances. So, what counts as a recorded outcome for one young person may not be the same for another.

Examples of recorded outcomes include:

- A young person returning to school as a result of the support and guidance received from a youth worker.
- As a result of support and guidance given by a youth worker, the young person has accessed specialist support services e.g. drug and alcohol services, housing or family planning and has acted on advice given
- A young person has learnt a new skill or gained specific knowledge about a subject area relevant to them as a result of participating in youth provision

Is this a recorded outcome:

Jill attended her youth club twice a week for a year. At school, Jill is deemed to have poor academic skills and has been identified as having poor numeracy skills as well as having low self esteem. She has done quite a lot at the youth club and has taken on responsibility for running the coffee bar as well as becoming a member of the youth club management committee. In recent weeks, Jill has learnt how to 'stock take' and how to keep records for sales and receipts of the coffee bar.

Recorded outcome = Yes – you can produce evidence of building up confidence, taking responsibility for coffee bar, learning new skill.

- Jack has been involved in a 'virtual babies programme at the youth centre. Over the last four weeks, Jack has learnt how to change a nappy, how to carry a baby safely, learnt about contraception and how to use a condom, and how to manage a budget.

Recorded outcomes = Yes – you can produce evidence of new skills and knowledge.

- Joe has attended the youth club twice a week for the past six weeks. You have general discussions with Joe. Joe is actively involved in the club activities and spends a lot of time playing pool and surfing the net.

Recorded outcome = No. There is no evidence of Joe developing new skills or enhancing his skills or learning as a result of attending the youth centre. He should only be classed as a participant.

Accredited Outcomes

Young people access a range of opportunities through their youth work programmes. Involvement in programmes such as, youth forums, issue based work, project work, exchange programmes and outdoor education provide opportunities for them to learn and develop from their experiences.

Many of the young people we work with are already involved in programmes that offer ways of capturing the learning and benefits gained. These include schemes such as the Duke of Edinburgh Award's and the Youth Achievement Awards, both of which are examples of **Accredited Learning**,

There are a wide range of national schemes available to accredit young people's informal learning. These include:

- Duke of Edinburgh's Award

- ASDAN
- Youth Achievement Awards
- AQA
- John Muir Award
- St. John's Ambulance First Aid Awards
- Junior Sports Leader Awards
- Community Sports leader Award
- Sport's Council Awards

An Accredited award can be achieved by completing a full award or a specific section, level or module.

Attendance certificates or taster sessions are not counted as accreditations. Accredited awards must have passed the standards set by the appropriate Awarding Body as a recognised standard. If in doubt ask us and we will clarify the position.

Schedule 5: Frequently Asked Questions

1.	Management of Youth Centres	
	If there is income generation who owns it	Income generation will be owned by the providing agency. It will need to be transparent and where possible used to further develop, enhance or sustain the youth provision
	Recommended guidelines for charging	<p>Managing organisations will be required to make the allocated centre available to groups as follows:</p> <p>Honour existing arrangements Free or nominal charge on cost recovery basis to non profit making youth and community groups providing a service to the local community The Managing organisation will be permitted to make the Youth centre available to other organisations on an income generating basis to invest back into the service.</p>
	Would members of the public who hire the buildings through the managing organisation be expected to have public liability insurance?	It will be the management organisation's responsibility to ensure that any hire arrangements they book are suitably covered and have sufficient insurance cover.
	Will the lease on youth centre be extended if the provider secures funding after 31 March 2013 to continue with youth work provision	It is very likely that the lease of the building will be increased if funding is secured to sustain provision post March 2013
	What will be the arrangements for building costs	The authority will either recharge the managing organisation for running costs or have bills transferred to their names. See example lease
	Details of the building costs	See attached
	Example of a lease	See attached

	What will the provider be responsible for, e.g. insurance, fire and risk assessments	Whilst buildings are insured by the Local Authority, Fire and risk assessments will be the responsibility of the managing organisation
2.	Targets	
	<ul style="list-style-type: none"> ▪ Definitions of Contact, Participation, Recorded Outcomes and Accreditation 	See attached
	<ul style="list-style-type: none"> ▪ Accreditations – are we expecting organisations to continue using the accreditations we currently use ▪ What will be put in place to gather information ▪ Young people below the age of 12 cannot be included as part of the target 	Managing organisations can use any accrediting body. The Council will run a training session on Accreditation post contract awards Managing agents can work with young people aged under 12, however these will not count towards targets
	<ul style="list-style-type: none"> ▪ Expectations regarding the frequency to engage with individual young people 	There is no stipulated frequency to engage with individual young people – This needs to be needs led.
	<ul style="list-style-type: none"> ▪ What will be put in place to gather information 	Managing organisations can create their own systems to gather information; however they must be able to provide this to the council in a user friendly format. A training session on Information required will take place post contract award
3.	Seconded Youth Worker	
	Clarify the cost of the youth worker (including on costs) are in addition to the bid funding (what about other expenses (e.g. travel).	<p>The range provided for bids is in addition to the Seconded Youth Worker. The Managing organisation will be responsible for other expenses such as travel etc.</p> <p>The successful provider for areas 1 to 4 will have to take the youth worker. If a youth worker resigns the pro rata costs of the youth worker will be paid to the organisation so they can recruit a replacement youth worker.</p>
	Supervision and development of youth	The Council will undertake a 6

	<p>worker. Who undertakes career development/staff appraisals?</p>	<p>monthly Personal Development Reviews. We will hold quarterly practice sharing meetings with the youth workers.</p> <p>The managing organisation will be responsible for management and supervision of staff</p>
	<p>Youth workers are expected to keep updated on current issues and legislation affecting young people</p>	<p>We will hold quarterly practice sharing meetings with the youth workers and ensure they are informed about current issues and legislation affecting young people.</p> <p>Youth workers also have a professional responsibility to keep themselves informed</p>
	<p>Confirm hours and holiday entitlement of the youth worker</p>	<p>Youth workers work a 37 hour a week with an expectation that they work regular evenings, weekend where appropriate and undertake residential. As part of the national JNC terms and conditions, Youth workers are compensated for the unsociable hours by having good holiday entitlement – depending on length of service this for some staff equates to 35 days a year.</p>
	<p>Level and type of support from the youth services commissioning team (including relation to signposting yp to the new provision).</p>	<p>The Commissioning team will provide a range of services including:</p> <ul style="list-style-type: none"> Quality Assurance Quarterly meetings for Youth workers Training where relevant Distribution of information Support the central work of the Youth Parliament and Young inspector initiatives. <p>At times the team may run programme for young people in response to local and national initiatives, however, this will not duplicate work undertaken in areas.</p> <p>The Core team will also be able to provide guidance and advice on a</p>

		<p>wide range of issues.</p> <p>In addition to Youth Work staff the core team will also include: The following: 2 members of staff specialising in providing Information, Advice and Guidance to vulnerable young people in relation to them securing employment, education or training - prioritising 16-18 year olds. 2 Members of staff prioritising work with vulnerable young people with special needs to remove barriers to their learning and employment and gain access to personal and social development opportunities.</p>
4.	Clarification around provision	
	<ul style="list-style-type: none"> ▪ Are providers able to choose own provision. Do they have to continue existing provision? 	<p>Providers can choose to run new provision in line with needs of young people. There is no obligation to run existing sessions, however, communication on this with young people will be critical</p>
	<ul style="list-style-type: none"> ▪ Clarification around outdoor activities - does this include sports, urban arts? 	<p>We are open to innovative ideas. Providers can include a variety of forms of outdoor education / activities</p>
	<ul style="list-style-type: none"> ▪ Clarify how the thematic proposals will operate – no double counting of yp 	<p>Thematic areas will target as many different young people as possible. Although there will be at times some overlap, we expect the thematic provider to keep this at a minimum and check out with us any issues that need clarification.</p> <p>We do expect young people to take advantage of attending a youth centre as well possibly attending activities provided by other providers. We are not looking for the thematic providers to contact the youth centre providers as an 'easy option' of meeting targets.</p>

5	Cost of CRBs	
	<ul style="list-style-type: none"> ▪ Who is responsible for CRB checks 	<ul style="list-style-type: none"> ▪ The provider is responsible for ensuring that anyone employed by, or behalf of, the organisation must have a fully enhanced CRB clearance before working with young people. The provider is responsible for covering all costs associated with obtaining CRB clearances. A CRB check will be issued "free of charge" if the person applying for the check satisfies The Police Act 1997 (Criminal Records) Regulations 2002 definition of a volunteer. <p style="text-align: center;"><i>"volunteer" means a person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative.</i></p> <p>If you are applying for volunteer CRB checks through an Umbrella organisation there may be an administration charge.</p> <p>The Council will cover the costs of renewing CRB's for seconded youth workers</p>

Schedule 6: Youth Centre Details

1. Arlesey Youth Centre

Address

High Street
Arlesey
Beds
SG15 6SN

Location

A purpose built youth centre located within Arlesey Community Centre which was refurbished in 2009.

Details

Single storey comprising of:

Hall/Gym with stage

Meeting Room

IT Suite with 6 computers

Office

Modern Kitchen

Chill out area

Male and female toilets

Disabled toilet

Cleaners Cupboard

Outdoor sports yard

All doors and windows are covered by external roller shutters

Door entry system and an intruder alarm

Fire alarm and smoke detectors

Limited parking at the front of the building and additional parking at the rear of the building.

Disabled parking space and flat access to the centre

Costs

The majority of the bills are paid centrally by Central Bedfordshire Council and are apportioned out at the end of the financial year.

Arlesey	09/10	10/11
Rates	4,365	
Electricity	707	
Water Rates	657	
Cleaning	To be confirmed	
Grounds maintenance	230	
SE Security	380	570
PPL	319	148
PRS	38	90

Sanitary bins	144	216
TV licence	143	146

*Costs quoted do not include VAT

Regular Lettings

Christian Family Care use the Centre on a regular basis for activities. They also use the Centre as an admin base and have use of a large storage cupboard. At the moment they are not charged.

2. Bedford Square Community Centre

Address

Tithe Farm Road
Houghton Regis
LU5 5ES

Location

Part of the Bedford Square Community Centre complex which includes the Library and Health Centre.

Details

Two storey comprising of:

Ground floor

Entrance hall

One to One meeting room

Activity Room with coffee making facilities

Hall/Gym leading to a meeting room with coffee making facilities

Male and female toilets

Disabled toilet

6 store cupboards

2 sets of stairs

Lift

First floor

Large office/meeting room leading to a

Small office/meeting room

Office

Security

All doors and windows are covered by wire mesh

Door entry system and an intruder alarm

Fire alarm and smoke detectors

Limited parking at the rear with a permit

Disabled parking at the rear

Security company is on site from 8.00am to 8.00pm

There is a cleaning contract with MCS Cleaning

The Security Company is on site from 7.00am to 8.00pm Monday to Saturday

Costs

The utility bills, business rates, cleaning and security are paid centrally by Central Bedfordshire Council and apportioned at the end of the financial year.

We are currently reviewing the cleaning contract for the Centre.

Regular Letting Charges

	CBC Services	Community Groups	Profit Making Organisations
Main Hall	Free of Charge	£10 per session	£10 an hour
Other Rooms	Free of charge	£5 per session	£5 an hour

3. Biggleswade Youth Centre

Address

Mead End
Biggleswade
Beds
SG18 8JU

Location

A purpose built youth centre located in the grounds of Holmemead Middle School.

Details

Single storey comprising of:

Hall/Gym

Class Room

IT Suite with 7 computers

Small front office

Office

Open Kitchen/Coffee Bar

Small coffee bar storage cupboard

Cleaners cupboard

Large storage cupboard

Male and female toilets

Disabled toilet

Small courtyard

Most doors and windows are covered by external roller shutters

Door entry system and an intruder alarm

Fire alarm and smoke detectors

Limited parking

Disabled parking space and flat access to the centre

Costs

Biggleswade	09/10	10/11
Income	-3,194	-6,443
Gas	1,170	1,973
Electricity	776	710
Grounds	233	233
maintenance		
Refuse	145	145
SE Security	0	470
PPL	193	156
PRS	151	151
Sanitary bins	144	144
TV licence	143	146

*Costs quoted do not include VAT

	Irregular User – Organisations	Regular User – Organisations	Irregular User – voluntary groups	Regular User – voluntary groups
Main Hall	£30 an hour	£20 an hour	£10 an hour	£5 an hour
IT suite	£30 an hour	£20 an hour	£10 an hour	£5 an hour
Class Room	£15 an hour	£10 an hour	£5 an hour	£2.50 an hour

Regular Lettings at Biggleswade Youth Centre

Day/Time	Morning	Afternoon	Evening
Monday	*Barnfield College Adult with Disabilities Education (Term Time Only) (Pay regular organisation rate)	*Barnfield College Adult with Disabilities Education (Term Time Only)	Monday Night Voluntary Group 18.00 to 20.00 (£5 an hour)
Tuesday	Job Centre Plus 09.00 – 17.00 (No charge)	Job Centre Plus 09.00 – 17.00 (No charge)	'G' Group 18.30-20.30 (fortnightly) (No charge) Spurgeons Young Carers Gp 18.00-20.0 (Monthly) (No charge) Central Bedfordshire Parenting 18.15-21.30 (in blocks) (No charge)
Wednesday	*Barnfield College Adult with Disabilities Education (Term Time Only) 09.30 to 15.15	*Barnfield College Adult with Disabilities Education (Term Time Only) Siblings Project 15.00 to 18.00 (Once a month) (No charge)	19.00 – 21.30 Kamakazi Magazine 13-19 year olds (No charge)
Thursday	*Barnfield College Adult with Disabilities	*Barnfield College Adult with	

	Education (Term Time Only) 09.15 to 15.15	Disabilities Education (Term Time Only) (Poppies Project 15:30 to 19:00) (No charge)	
Friday	Biggleswade Babes (Voluntary Group) 10.00 – 12.00 (£5 an hour)		
Saturday			
Sunday			

Barnfield College - Last date on the booking forms is 17.06.11
Used as a polling station during elections

4. Leighton Buzzard Youth Centre

Address

Vandyke Road
Leighton Buzzard
Beds
LU7 3FU

Location

A purpose built youth centre located, next to Gilbert Inglefield Middle School, which was refurbished in summer 2009.

Details

Single storey comprising of:
Hall with a ramp leading from the Activity Area
Large Activity Area
Meeting Room
IT Suite with 8 computers
2 Offices
Two small storage cupboards
Modern Kitchen
Male and female toilets
Disabled toilet
Cleaners cupboard
Outdoor sports yard
Garage

External roller shutters cover the door in the back office, window of the meeting room, the front office and kitchen window. There is a gated shutter on the window in the sports hall.

Door entry system and an intruder alarm

Fire alarm and smoke detectors

Limited parking at the front of the building

Disabled parking space and ramped access to the centre

Costs

Leighton Buzzard	09/10	10/11
Rates	4,608	4,608
Gas	1,004	1,899
Electricity	1,406	2,506
Water	407	1,380
Contract cleaning	4,840	5,096
Grounds maintenance	263	263
Refuse	439	426
SE Security (Maintenance)	455	255
Arena Security (Key Holding Service)	0	325
PPL	378	285

PRS	40	173
Sanitary bins	385	395
TV licence	143	146

*Costs quoted do not include VAT

Regular Lettings

There are currently no hire charges for voluntary/community groups who use the Centre.

The Cleaning contract is an external contract and can be cancelled

Day/Time	Morning	Afternoon	Evening
Monday	Gilbert Middle School 10.00-11.00am Sports Hall	Sorted Counselling Service 3.30 – 5.00pm Activity room	
Tuesday			FAB – Chums 6.30 – 9.30pm Monthly
Wednesday			Autism Beds 6.30 -9.30pm 3 times per month Young Carers 6.30-9.30 Monthly
Thursday	Gilbert Middle School 10.00-11.00am Sports Hall		
Friday			
Saturday	Parenting Support Team 9.30-4.30 Some Saturdays		
Sunday	Central Bedfordshire Home support group 10 -12	Central Beds Home Support Group Funky Buzzards 12-4.30pm	

5. Sandy Youth Centre

Address

Park Road
Sandy
Beds
SG19 1JB

Location

A purpose built youth centre which is attached to the gym of Sandye Place Middle School. Entry to the Youth Centre is via a side gate in the school fence (green) which backs onto Swansholme Gardens. (If using a sat nav use post code SG19 1HL.) There is no on site parking.

Details

Single storey comprising of:

Hall

Office/Meeting Room

Small Meeting Room

3 Offices

IT Suite with 7 computers

Open Kitchen/Coffee Bar

Male and female toilets

Disabled toilet accessed via a flight of 3 steps. There is an electric lift for these 3 steps.

Cleaners Cupboard

Door entry system (no alarm)

Fire alarm which is attached to the school fire alarm

Flat access to the centre

Costs

Sandy	09/10	10/11
Income	-290	-691
Refuse Collection	296	296
PPL	263	274
PRS	29	562
Sanitary bins	144	144
TV licence	143	146

*Costs quoted do not include VAT

Lettings

At the moment the only rooms which are let out are the hall and IT suite, which are charged as follows:

	Irregular User – Organisations	Regular User – Organisations	Irregular User – voluntary groups	Regular User – voluntary groups
Main Hall	£30 an hour	£20 an hour	£10 an hour	£5 an hour

IT suite	£30 an hour	£20 an hour	£10 an hour	£5 an hour

Regular Lettings at Sandy Youth Centre

Day/Time	Morning	Afternoon	Evening
Monday	Youth Matters Alternative Curriculum 10.00 – 15.00 (No charge – joint project)		
Tuesday			18.30-20.30 Tuesday Night Group (Voluntary Organisation) (No charge)
Wednesday			
Thursday			18.00-19.30 2 nd Sandy Brownies (£5 an hour) 19.30-21.15 1 st Sandy Guides (£5 an hour)
Friday			
Saturday	Disability Group 10.00-13.00 (No charge)		
Sunday			

Schedule 7: Sample Heads of Terms

PROPOSED LEASE OF YOUTH CENTRE TO AN OUTSOURCED YOUTH CENTRE SERVICE PROVIDER IN ACCORDANCE WITH A SERVICE LEVEL AGREEMENT

SUBJECT TO CONTRACT. WITHOUT PREJUDICE. SUBJECT TO FORMAL APPROVAL

1. Lessor/Landlord:

Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford, Bedfordshire, SG17 5TQ.

2. Lessee/Tenant:

[Successful bidding Youth Service provider].

3. Demised Area:

All that building known as _____ Youth Centre shown edged red on the attached Lease Plan [ref _____] dated [_____]. (The Lease Plan).

4. Date of Commencement:

On completion. (Tender contracts understood to be intended to commence on 01/06/11).

5. Term:

From the Date of Commencement until 31/03/2013.

6. Permitted Use:

To use the Demised Area only for the provision of Youth and Community services and activities.

7. Rent:

£1.00 per annum, if demanded. (In lieu of providing Youth Centre services on behalf of the Landlord).

8. Rent Reviews:

The rent will not be reviewed during the Term of the lease, provided that the Lessee continues to provide Youth Centre services in accordance with the SLA.

9. Termination:

Central Bedfordshire Council

Technology House
239 Ampthill Road
Bedford MK42 9BD

Telephone 0300 300 8000

Email customer.services@centralbedfordshire.gov.uk

www.centralbedfordshire.gov.uk

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The lease shall determine immediately in the event of non performance by the Lessee or if the terms of the lease or SLA are materially breached.

10. Repairs and Maintenance:

The Lessee will keep the Demised Area in a good and tenable state of cleanliness and safety and will repair and maintain it to a condition no worse than at the commencement of the lease as evidenced in a photographic record of condition [to be prepared]. The Lessee will at their own cost remedy any deliberate damage howsoever caused.

11. Running Costs & Outgoings:

The Lessee will be responsible for arranging and meeting the costs of all utilities, services, business rates etc. directly attributable to the Demised Area.

The Lessee will pay a service charge for any services provided by the Lessor that are not directly attributable to the Demised Area, including but not limited to; [the cost of external repairs and maintenance and in the shared areas, cleaning of the shared areas, security, building insurance premium, grounds maintenance etc.]. The service charge will be apportioned between all users of the Demised Premises/Site according to floor area occupied.

The Lessee will be responsible for any other outgoings due in respect of the Demised Area.

12. Rights Granted:

The Lessee will be granted rights of access on foot (in common with the Lessor) over the areas coloured yellow on the Lease Plan.

The Lessee will be granted rights of access with a motor vehicle (in common with the Lessor) over the area coloured brown on the Lease Plan.

The Lessee will be granted the right to park [x] motor vehicles in the area hatched brown on the Lease Plan, on a first come first served basis.

13. Rights Reserved:

The Lessor reserves the following rights... [_____].

14. Right of Inspection & Entry:

The Tenant will permit the Landlord, its servants, agents, workmen and others at all reasonable times (upon prior written notice, except in emergency) to view and stating the condition thereof the Landlord may serve notice in writing for any defects found and the Tenant will confirm to undertake such remedial work as required.

15. Insurance:

The Lessee will insure the Demised Area for its full reinstatement value.

OR

The Lessor will insure the Demised Area against such perils as fire, lightning, explosion and impact from aircraft, subject to payment by the Lessee of the proportionate cost of the premium.

The Lessee is to insure its own contents and equipment.

The Lessee is to hold Public Liability Insurance to a minimum level of £10,000,000 per claim with a reputable insurer.

16. Indemnity:

The Lessee is to indemnify the Lessor against all liability claims and all other claims arising as a result or in connection with any activity (authorised or not), or in connection with any breach or negligence.

17. Alienation:

The Lessee is not permitted to assign or to sub-let or part with possession of any part or the whole of the Demised Area.

The Lessee will be required to make the Demised Area available to groups specified in the SLA at nil cost.

The Lessee will be required to make the Demised Area available to groups specified in the SLA for a nominal charge or cost recovery basis.

The Lessee will be permitted to make the Demised Area available to other Youth and Community groups on an income generating basis to invest back into the service.

18. Alterations and Additions:

No alterations or additions are to be made to the Demised Area or the site without the written consent of the Lessor.

19. Reinstatement:

The Lessee will be expected to vacate the Demised Area in a condition no worse than at the commencement of the lease, as evidenced in a photographic schedule of condition, with any damage made good at the expense of the Lessee.

20. Statutory Requirements:

The Lessee is to ensure that now and in the future the Demised Area complies with and has all necessary legislation, consent and licences from the relevant statutory bodies and will produce to the Lessor whenever requested any or all details of such consents and licences obtained, together with any condition or stipulation held with the same.

21. Nuisance:

The Lessee shall not cause or allow any disturbance or nuisance to other users of the site, the Lessor, the Lessor's contractors or the general public.

22. VAT:

The Landlord reserves the right to charge VAT on all rents and monies payable under the Lease.

23. Security:

The Lessee is to ensure that the Demised Area is kept secure when unoccupied and that the intruder alarm is in good working order and properly maintained and serviced.

24. Security of Tenure:

The Lease will be contracted out of the security of tenure provisions of Sections 24-28 of the Landlord and Tenant Act 1954 Part 2.

25. Professional Fees:

Each party will meet its own legal costs and professional surveyor's fees incurred in completing the lease.

26. Signs:

The Lessee will not erect any signs on the demised area without the prior written permission of the Lessor.

27. Additional Terms:

The Lease is subject to any other terms that the Council's Legal Representatives consider it is appropriate to include.

Schedule 8: Central Bedfordshire Terms and Conditions

STANDARD TERMS FOR THE SUPPLY OF GOODS, SERVICES AND WORKS

The Contract shall be constituted by and comprise only the Contract Documents; no terms or conditions put forward by the Provider (including terms relating to hire, lease or loan) shall form part of the Contract unless signed by both parties. In the event of conflict, the Order, Terms and Purchaser Specification prevails. Any supply made in response to the Order shall be taken as conclusive acceptance of this term and any inconsistent or additional terms accompanying the supply shall be deleted and ignored.

1 DEFINITIONS AND INTERPRETATION

- 1.1 The words in parenthesis and/or quotation marks on the front of this Quote or on the Order describe or identify as appropriate the following or preceding words or matters and have the same meaning throughout these Terms.
- 1.2 The headings to the Terms shall not affect their interpretation. The singular includes the plural; one gender includes all others.

2 THE SUPPLY OF GOODS, SERVICES OR WORKS - QUALITY STANDARDS

- 2.1 The Supply shall be to the reasonable satisfaction of the Authorised Officer and shall without limitation conform with and fulfil in all respects:-
 - the Contract Documents
 - any variation of the Contract agreed in writing by the parties
 - the requirements of any relevant UK or EC statute, order, regulation, directives, standard, code of practice or bye-law from time to time in force which is relevant to the Supply
 - any recommendation or representation made by the Provider
 - professional standards which might reasonably be expected of the Provider
- 2.2 Unless otherwise agreed in writing, neither performance nor functionality of any part of the Supply will be impeded by entry into the European monetary union.
- 2.3 The Goods, Services or works should be both fit for purpose and of merchantable quality. They should match both the specification given by the provider and any request made by the council that the provider has agreed to.
- 2.4 In the supply of ICT hardware and software, or other goods of a similar nature, that requires testing and approval after commissioning. No Payment will be made until approval sign off has been given by the councils appropriate authorised commissioning officer

3 THE CONTRACT PRICE AND INVOICING

- 3.1 The Payment Date defines how the Contract Price is payable. The Purchaser shall make payment, provided the Supply complies with the Contract, within 30 days after receipt of an invoice submitted on or after a Payment Date.

4 DELIVERY AND TIME FOR PERFORMANCE

- 4.1 Time shall be of the essence. The Authorised Officer must be notified and his consent obtained to any extension of time.
- 4.2 Access to Purchaser premises, facilities or storage by the Provider shall comply with the reasonable requirements of the Purchaser and shall be at the Provider's risk. 4.3 If either party is unable to make or accept the Supply, through
 - strike, lockout by employees, war or civil commotion
 - cessation or serious interruption of land, sea or air communications or power supplies
 - exceptionally adverse weather, fire or other unavoidable cause it shall immediately notify the other party and then, the disabled party may decline to make or accept the Supply. The Purchaser shall notify the Provider within 30 days of the end of that period whether it requires the Supply to be recommenced, varied or cancelled (without further liability to either party). Where the Supply is recommenced the Contract shall be varied to extend the time for completion or delivery of the Supply by the period of disability.
- 4.4 At the completion of the Supply the Provider shall remove all materials from the Site (unless otherwise instructed) and permanently reinstate any damaged areas or surfaces and leave the Site in a clean condition ready for occupation.

5 PROPERTY RISK AND ACCEPTANCE

- 5.1 Without prejudice to any of the rights or remedies of the Purchaser (including those under Clause 7), property and risk in any Goods shall pass to the Purchaser on delivery or when the Authorised Officer notifies acceptance in writing where the Goods are to be subject to testing, whichever shall be the later.

6 DESPATCH OF GOODS AND DAMAGE IN TRANSIT

- 6.1 The Provider shall free of charge and as quickly as possible either repair or replace (as the Purchaser shall elect) Goods which fail to arrive or arrive damaged.

7 INSPECTION AND REJECTION

- 7.1 The Provider shall assist the Purchaser or his authorised representatives (free of charge) to make any inspections or tests the Purchaser may reasonably require of the Supply at any time prior to acceptance.
- 7.2 The Purchaser may suspend the Supply in whole or in part without paying compensation if the Authorised Officer is reasonably of the opinion that the Provider is in breach of Clause 10.
- 7.3 The Purchaser may reject the Supply in whole or in part before acceptance if it is not completely in accordance with the Contract or becomes so during any Guarantee Period (including without limitation any slight or minor variation) and in such circumstances may, without prejudice to other rights or remedies:-

- have the Supply repaired, re-done or replaced by the Provider with a supply which complies in all respects with the requirements of the Contract
- require a refund from the Provider
- make a reasonable deduction from the Contract Price determined by the Authorised Officer.

8 LABELLING AND PACKAGING

8.1 The contents shall be clearly marked. All containers of hazardous goods (and all relevant documents) shall bear prominent and adequate warnings. Product Data Sheets required by the Control of Substances Hazardous to Health Regulations 1988 and the Chemicals (Hazard Information and Packaging) Regulations 1993 must be provided (in a form suitable for photocopying).

8.2 All packaging materials will be considered non-returnable.

9 INTELLECTUAL PROPERTY RIGHTS AND CONFIDENTIALITY

9.1 The Supply shall not infringe the intellectual property rights of any third party.

9.2 All rights (including without limitation ownership and copyright) in any specifications, information, instructions, plans, drawings, patterns, models, designs or other material furnished to or made available to the Provider by the Purchaser or obtained by the Provider in connection with the Contract shall remain vested solely in the Purchaser and shall be kept confidential.

9.3 Where the Contractor has access to information about people, it shall ensure that in making the Supply, the provisions of the Data Protection Act 1998 are observed (and also Purchasers' data protection requirements notified to the Provider).

9.4 This clause shall apply both during the Contract and after its termination.

9.5 The intellectual property rights (including without limitation copyright) in any thing arising out of the Supply shall vest in the Purchaser.

10 HEALTH AND SAFETY

10.1 Without prejudice to the generality of Clause 2.1 the Provider in making the Supply shall have full regard to safety of persons who may be affected in any way and shall comply with the requirements of the Health and Safety at Work Act 1974 and its subordinate regulatory framework, and of any other Acts pertaining to the health and safety of persons.

10.2 The Provider shall conduct all necessary tests and examinations prior to delivery of the Supply to ensure that the Supply is designed, constructed and delivered so as to be safe and without risk to the health or safety of persons using them. The Provider shall give the Purchaser adequate information about the use for which the Supply has been designed and has been tested and about any conditions necessary to ensure that when put to use the Supply will be safe and without risk to health.

10.3 Throughout the progress of any Works, the Provider shall keep the Site in an orderly state and shall provide and maintain at its own cost all lights, guards, fencing and warning signs for the protection of the Works and the safety and convenience of the public and others.

11 INDEMNITY AND INSURANCE

11.1 Without prejudice to any rights or remedies of the Purchaser (including those under Clause 7) the Provider shall indemnify the Purchaser against all matters of any kind arising in contract, tort, statute or otherwise directly or indirectly out of the wrongful act, default, breach of contract or negligence of the Provider, its sub-contractors, employees or agents in the course of or in connection with the Contract. Without prejudice to the generality of the foregoing this indemnity shall extend to (and not be limited) in respect of death or injury to persons, damage to property, prevention of corruption, the infringement of intellectual property rights, health and safety, race relations, data protection and Ombudsman investigations. Public Indemnity insurance £5 million per incident.

11.2 The Provider shall effect, with a reputable company, public and employer's liability and other insurances necessary to cover the risks contemplated by the Contract and shall at the request of the Purchaser produce the relevant policy or policies together with receipts or other evidence of payment of the latest premium due thereunder. Public liability cover of at least £10 million per incident shall be obtained, unless agreed otherwise with the Authorised Officer. Where the Supply is a supply of consultancy services the Provider shall maintain professional indemnity insurance during the Contract period and for 6 years afterwards to cover its liability to the Purchaser under the Contract.

12 RACIAL DISCRIMINATION, OMBUDSMAN INVESTIGATIONS AND HUMAN RIGHTS

12.1 The Provider shall not unlawfully discriminate within the meaning and scope of the provisions of Race Relations Act 1976, Sex Discrimination Act 1975, and the Disability Discrimination Act 1995 or any statutory modification or re-enactment thereof relating to discrimination in the provision of services to the public or in employment or contravene the Human Rights Act 1999. The Provider shall to the extent relevant to the delivery of the Supply comply with the Purchaser's equal opportunities policies, which may be consulted. The Provider shall take all reasonable steps to secure the observance of these provisions by all servants, employees or agents of the Provider and all sub-contractors employed in the execution of the Contract.

12.2 If either the Purchaser's internal or external auditors or if the Commissioner for Local Administration (the Ombudsman) shall wish to investigate the Contract, then the Provider shall provide such information, access and co-operation as those persons may reasonably require.

13 PREVENTION OF CORRUPTION

13.1 The Purchaser may terminate the Contract and recover all its loss if the Provider, its employees or anyone acting on the Provider's behalf do any of the following things:

- offer, give or agree to give to anyone any inducement or reward in respect of this or any other Purchaser contract (even if the Provider does not know what has been done); or
- commit an offence under the Prevention of Corruption Act 1889 to 1916 or under Section 117(2) of the Local Government Act 1972; or

- commit any fraud in connection with this or any other Purchaser contract whether alone or in conjunction with Council members or employees.

14 TERMINATION

- 14.1 The Purchaser may also by notice in writing terminate the Contract in whole or in part (and enter upon and expel the Contractor from any premises or site to which he has been given access) if any of the events specified in Clause 14.2 occur. No period of notice shall be required but the notice shall state the date on which it is to take effect.
- 14.2 The events referred to in Clause 14.1 are:-
- 14.2.1 the Provider has failed to make the Supply within the time specified in the Contract
- 14.2.2 the Provider has breached the Contract in a way which the Purchaser reasonably regards as irremediable, which may include, without limitation, repeated and/or persistent remediable breaches of the Contract
- 14.2.3 the Purchaser has given the Provider at least one month's notice to remedy a breach of contract which can be remedied and the Provider has failed to do so
- 14.2.4 the Provider has without reasonable cause failed to proceed diligently with or wholly suspends performance of any Services or Works
- 14.2.5 the Provider shall have a receiver appointed over all or substantial part of his or its assets or (if an individual) be declared bankrupt or (if a company) shall go into liquidation or have an administrator appointed to manage its affairs.
- 14.3 In the event of termination of the Contract or rejection under Clause 7, the Purchaser may engage another contractor to make the Supply and the Provider shall be liable to pay the Purchaser as a debt any extra cost that the Purchaser incurs in so doing in excess of the Contract Price.

15 ASSIGNMENT AND SUB-CONTRACTING

- 15.1 The Provider shall not without the written consent of the Authorised Officer assign or sub-contract the benefit or burden of the whole or any part of the Contract. No sub-contracting by the Provider shall in any way relieve the Provider of any of its responsibilities under the Contract.

16 PURCHASE OUTSIDE THE CONTRACT AND THIRD PARTIES

- 16.1 The Purchaser shall have the right to employ a person other than the Provider to make supplies of the same type as is contemplated by the Contract if it shall in its absolute discretion think fit to do so.
- 16.2 The Contract shall not confer any benefit on any third party.

17 NOTICES

- 17.1 Any notice about the Contract may be sent by hand or by ordinary, registered or recorded delivery post or transmitted by facsimile transmission or other means of telecommunications resulting in the receipt of written communication in permanent form and if so sent or transmitted to the address of the party shown on the Contract, or to such other address as the party has notified to the other, shall be deemed effectively given on the day when in the ordinary course of the means of transmission it would be first be received by the addressee in normal business hours.

18 GOVERNING LAW

- 18.1 These Conditions shall be governed by and construed in accordance with English law and the Provider hereby irrevocably submits to the exclusive jurisdiction of the English courts.

19 CONTRACT REVIEW

- 19.1 This contract is subject to continual review and as part of the process Central Bedfordshire Council will review the works, good and services required. Should the need for that service be no longer required, either by the demand being transferred to another body (i.e another Town or Parish council etc) or that we wish to discontinuing supplying that demand, then we reserve the right to withdraw those works, goods and services from the contract. This removal will be undertaken giving 30 days notice and the costs for those services will be deducted from the overall contract value. Central Bedfordshire council will not be liable for any addition costs attributed to the removal of those services.
- 19.2 We at Central Bedfordshire Council expect our providers to work with us to constantly improve their service and create efficiencies for the future. Therefore we will conduct annual reviews to monitor progress on; Communication, Customer Satisfaction, Product Rationalisation, Environment, Equalities, Improvements to service, Innovation, Price and Quality standards. This review will not only focus on achievements made in these areas from the previous year, but also ideas and proposals for the following year. Both the provider and an authorised officer from the council will sign off all reviews. Should there be an inflationary clause in a long-running contract, no payment will be made against that clause until after the review has taken place.