

# **Appendices NOT Included in the Executive Agenda for the Meeting on the 15 February 2007**

## **Transitions of Connexions Contract to West Berkshire Council**

- **Appendix 1 - Consultants Report - The Transition of Connexions to the Children and Young People's Trust**
- **Appendix 2 - Invitation to Tender Document**

# **The Transition of Connexions to the Children & Young People's Trust.**

Evaluating the effectiveness of Connexions' services; and identifying the most appropriate access / delivery points for the services in West Berkshire.

**A report commissioned for**



**October 2006**

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## Summary

This study investigates how young people within West Berkshire understand what the Connexions' core service delivers. The study also examines whether the current Connexions' arrangements are effective for young people in West Berkshire. The findings from this research will be used to inform the development of the Connexions' contract, to make sure it is designed around the needs of young people, and to ultimately construct a service that is accessible to the majority of young people, in locations and at times suitable for them.

A dual qualitative and quantitative research methodology was chosen to conduct this research. Questionnaires were distributed to various schools in the district examining the current take up of Connexions' services; and senior school staff were involved in structured interviews about the service. More in-depth qualitative data was explored by the use of focus groups in eight schools within West Berkshire.

The research has found that the Connexions' core service has been well marketed, but young people still have a partial understanding of the range of services offered. Connexions also provides an efficient employment service, although its process of setting up meetings, staff engagement, staff continuity and access for post school pupils requires revision.

There are also barriers which prevent young people from engaging with Connexions' core services. These barriers include:

- lack of trust,
- lack of information,
- unsuitable office space,
- travel costs,
- and the IT exclusion of rural and YOT clients.

However, this study has also highlighted ways of improving the core service which include:

- providing access to the one stop shop in the evening and at weekends;
- providing a mobile provision for rural communities;
- increasing staff home client visits;
- and fostering partnership with existing employment, educational and counselling services.

A range of recommendations have been formulated by this report, and these can be found on page 15.

## **Introduction**

The Connexions' core service offers information, advice, support and guidance for young people aged 13-19 years - or up to 24 for young people with special needs. The Connexions' core service aims to connect 13 to 19 year olds living in West Berkshire to all the services they may require i.e. education, careers, social services, health as well as voluntary and community organisations. Connexions provide Personal Advisers for young people, who advise clients on everything from jobs and education to housing or drugs. Personal Advisers also put clients in touch with specialist help if required. PAs are located at the end of a phone line, the Connexions' Centres across Berkshire, in Secondary schools, and at Newbury College.

In West Berkshire the Connexions' core service is delivered by Connexions Berkshire, and the Connexions intensive service is provided through West Berkshire LA. Currently, the major access points with Connexions are in schools, the college, the intensive service and at the Connexions One Stop Shop in Newbury. Access is during school time, 9-5 office hours, and is generally not currently available during the evenings or on Saturdays.

Berkshire Unitary Authorities Chief Executives have agreed that the preferred option is for a single provider of Connexions in Berkshire, but that there will be regional variations to the way the service is delivered to young people reflecting the diversity of county. The funding and management of all Connexions' services is to be transferred to Children & Young People's Trusts by April 2008.

### **Purpose**

At present, there is a limited comprehensive understanding of how young people view the Connexions' core service and whether the current arrangements are the most effective. The purpose of this research therefore is to identify the most appropriate access / delivery points for the Connexions' service in West Berkshire.

This overarching aim can be broken down into a number of specific issues which this research will seek to address:

1. How effective do young people think the Connexions' service is – in terms of information, advice and guidance?
2. How do young people currently find out about what the Connexions' service can offer?
3. How do young people currently access the service?
4. What are the barriers to young people accessing the service?
5. What are the most appropriate times for young people to access the service?
6. What are the most appropriate settings for young people to access Connexions?

## Methodology

This section outlines the two main methodological approaches taken during this research. Firstly, a quantitative questionnaire was used – all secondary schools were involved, thus giving a representative view of the urban / rural make up of the district. Newbury College was also invited to participate.

These questionnaires were used to provide information about the extent of take up amongst young people of Connexions' services as well as exploring some of the issues of effectiveness and access of the service.

A selection of professionals / senior school staff / teachers / college lecturers and others working regularly with young people within the Connexions' age group were also invited to participate in a structured interview focusing on their perceptions of how the Connexions' service could be delivered in the future. Apart from the statistics shown in Tables 3 and 4 all other percentages in this report do not add up to 100%. The reason for this is that respondents could give more than one response to these questions. Furthermore, all percentages in this report do not include missing data.

Secondly, qualitative small groups were conducted– It was recognised that a purely quantitative approach would only provide limited information on issues around access, take up and effectiveness of the service. Thus, a more in-depth, qualitative approach was used to explore some of the issues in more detail. This allowed us to tease out in more detail information on issues and barriers as well as potential solutions and practical examples to improve the service.

Eight focus groups were conducted with young people from rural / urban mainstream schools, special needs schools, Pupil Referral Units, the Youth Offending Team, and Positive Activities for Young People. The focus groups ran between 25-40 minutes with an average of six participants from years 9, 10, and 11 –the sample had a slightly larger male representation. A set of individual qualitative interviews were also conducted with YOT clients.

Focus groups were conducted with the following schools:

- Little Heath (West of Reading urban school)
- Trinity (Newbury town school)
- John O' Gaunt (Hungerford rural school)
- KEY (Pupil Referral Unit)
- Bridgeway (Pupil Referral Unit)
- Castle (Special school)
- Brookfields (Special school)
- PAYP (Newbury Positive Activities for Young People Project)
- Youth Offending Team (YOT Newbury) - *In the case of this project no Focus Group was carried out, however, individual qualitative interviews were conducted with YOT clients.*

## **Section 1: Promotion & Awareness**

This section will focus on how clients find out about Connexions' services, and explore their understandings of such services.

The brand of Connexions has been well promoted across all school types. The overwhelming majority of participants know of Connexions and of the one-stop-shop in Newbury. Participants had identified the Connexions' brand from various sources: promotional pens, Connexions' cards (which they noted had now lost its privileges), leaflets, promotional stands, internet, newsletters, radio, posters, intensive team, referral units, school teachers, and youth clubs.

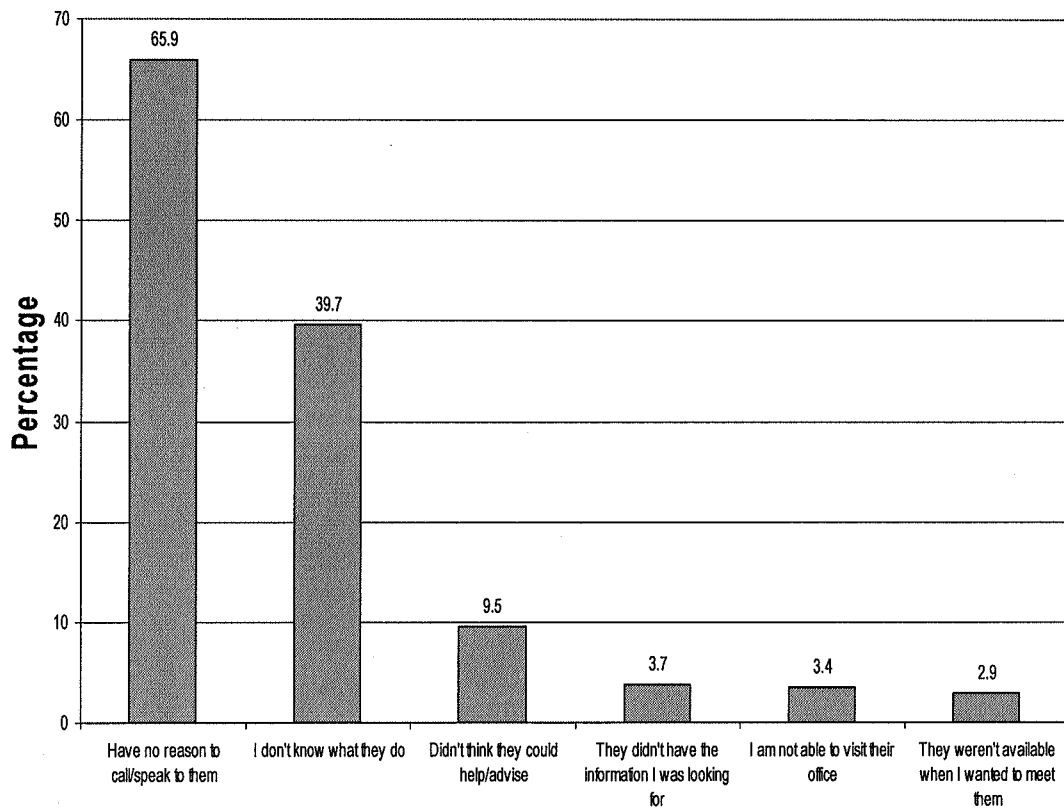
Two forms of promotion were particularly cited by participants: word of mouth (via family and friends) and assembly announcements within schools. Participants also said Connexions would be better promoted within their tutor sessions. The quantitative analysis backed up these findings, when asked about how respondents heard about Connexions the majority of respondents choose either Assembly (57.8%) or Tutorial (45.7%), and only 10.7% said they had not heard of Connexions.

The combination of these advertising avenues has made the majority of participants and in some cases their parents aware of Connexions; however, recognising a brand does not necessarily mean the brand's message is getting through. Apart from the participants at John O' Gaunt school the majority of focus group participants had a weak or partial understanding of the range of services offered by Connexions.

The majority of participants within the study either did not know what Connexions offered or thought Connexions was an employment service. This partial understanding was particularly evident within the People Referral Units (PRUs), here participants believed Connexions' sole purpose was to assist them gain employment. Furthermore, among participants across the different study groups there was the opinion especially with younger persons (year nine) that Connexions was not relevant for them. They held this view because they saw Connexions' as an employment service, and believed they were too young for such a service to be relevant.

Table 1 identifies the reasons why respondents did not contact Connexions - respondents had no reason to contact Connexions (65.9%), and respondents were not aware of what the service provided (39.7%)

Table 1

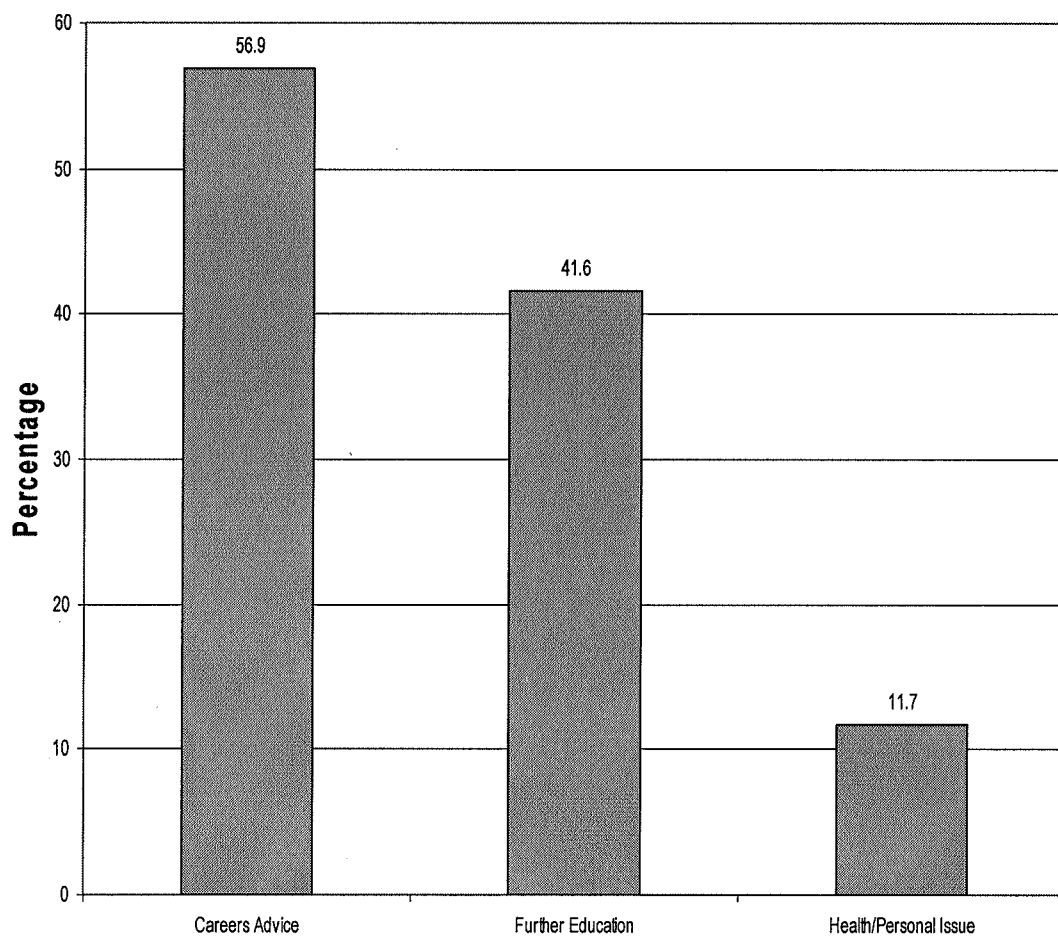


**If you have not had contact with a Connexions PA, what were the reasons?**

Furthermore, Table 2 shows that when young people did engage with Connexions the majority of them engaged with the service for career advice.



Table 2



**What was the main reason for you contacting the Connexions PA?**

The range of Connexions' core services requires greater publicity. Developing this understanding should not only focus on young people but also parents and guardians – this will allow word of mouth to assist young peoples' understandings of the services. Developing this awareness should also be conducted in tutor sessions / assemblies within schools, and PRUs alongside a wider marketing campaign (leaflets, and posters) detailing the Connexions' services.

## **Section 2: Effectiveness & Barriers**

Firstly, this section details the effectiveness of Connexions from the point of view of young people; and secondly it describes the barriers which prevent client engagement.

### **Effectiveness**

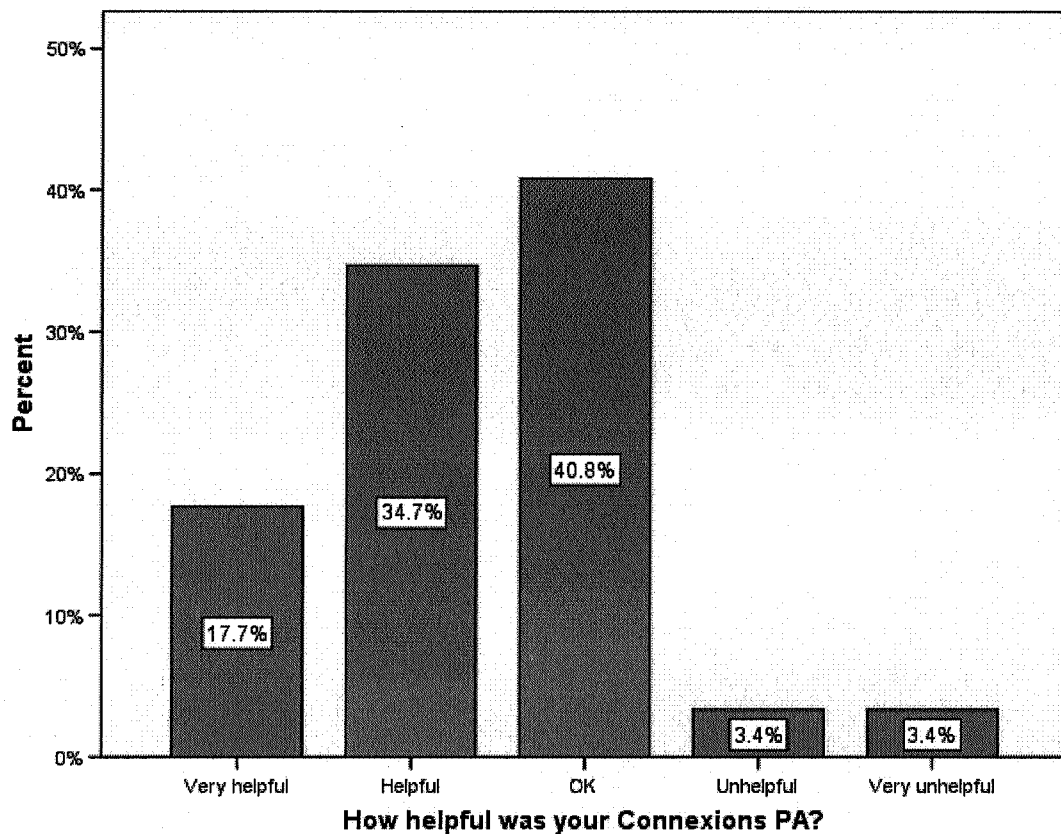
The provision of employment advice, CV development and job opportunities were cited as effective provisions particularly by PRU and YOT clients. However, some issues were raised by PRU clients, YOT clients and school staff in terms of: a) face-to-face meetings; b) Connexions' staff, and; c) post tracking of GCSE and A level students.

One theme which arose within the focus groups was that of the face-to-face Connexions' meeting. PRU clients said that twenty minute meetings with Connexions' staff were too short. They also noted, that they would prefer weekly (regular) meetings with Connexions' staff. It should be noted that PRU clients require a substantial amount of support and "hand-holding" in terms of all aspects of job applications and CV development. Twenty minute sessions are far too short to assist these clients in transition. School staff also noted that PAs should have additional time –PAs are only in some schools for 1- 2 days a week, which puts time pressures on PAs, and causes continuity issues for pupils. School staff also said that the cancellation of appointments by Connexions' staff was disruptive for pupils, especially when such cancellations were not followed up.

In terms of Connexions' staff, one PRU client said they would not use the service because s/he had an issue with a staff member's attitude. This particular PRU client would like to be involved in setting up meetings, and not just told the time and place of a particular meeting. YOT clients also said that some Connexions' staff members were too formal, and that booking appointments was not user friendly. Furthermore, YOT clients and mainstream school pupils noted that instead of just providing employment or educational opportunities, Connexions' staff could provide more time talking through these options, and not presume option choices especially in terms of YOT clients.

In terms of how helpful Connexions' staff were towards clients Table 3 shows that the majority of respondents in the survey said staff were OK, however, over half of respondents 52.4% believed staff were helpful or very helpful.

Table 3



The second point raised in terms of staff was stability. Both YOT clients and school staff said that the continuous changing of PAs broke continuity and stability for Connexions' clients. It was also noted by school staff that the Connexions' service needed to be adapted more for client needs within special needs schools and PRUs.

Finally, school staff also pointed out that Connexions could do more in terms of tracking post GCSE and A level students, and provide such students with better access to its services. One school also noted that they along with local authorities should be able to access the Connexions' database so they too could track the out turns of pupils.

### Barriers

This sub-section will put forward four of the main themes noted as barriers to participation with Connexions' services; these are:

- lack of trust, lack of information,
- digital exclusion,
- and travel costs.

The perceived lack of trust and confidentiality are two major barriers preventing young people from contacting Connexions or indeed any service aimed at supporting them with personal or emotional problems. Once young people perceive Connexions' workers as friends and not strangers they will trust, and go to them with personal and emotional problems. Furthermore, approaching a Connexions' worker may seem daunting for young people with a low self-esteem or poor literacy skills. Such young people need to be identified early on, and a trusting relationship fostered. Moreover,

in a general sense within mainstream schools young people prefer Connexions' workers to make the first move in terms of contact.

A second barrier to participation is lack of information. Some participants acknowledged they knew where the Connexions' office was located in schools, but the majority did not know what the Connexions' office hours were. A detailed explanation of Connexions' services, phone numbers, timetables and location maps needs to be developed and distributed among young people at schools.

A separate but connected issue is that of the accommodation of Connexions' staff in schools. Participants said that the Connexions office in some of the schools was:

- not IT enabled;
- small, and cramped;
- and not conducive to delivering effective and confidential services.

A third barrier noted was that of internet access. Many YOT clients don't have access and cannot access the internet; and in terms of mainstream schools staff members said that some rural young people cannot access IT facilities outside school.

Finally, school staff and young people said that travel costs to Newbury would prevent young people from engaging with the one stop shop in that location.

### **Section 3: Settings & Times**

This section presents the times and locations that are most accessible for young people to engage with the services of Connexions.

#### **Settings**

In terms of contacting / engaging with Connexions, participants from mainstream schools noted that their preferred method of contact was through school, mobile phones, or in the case of sensitive issues the internet (email). Participants believed mobile phones, and emails allowed for confidentiality. Participants from the PRUs did not mention using the internet as a means of contacting Connexions, but did note the use of text messaging (mobile phone) or face-to-face contact in school, and in the one stop shop in Newbury. However, one theme that came up across all school types and PRUs was that participants would prefer Connexions' staff to visit them at home.

A separate issue in terms of the rural schools was that of accessibility. Because of rural isolation, and the lack of public transport young people from rural areas cannot access Connexions after school or the one-stop shop in Newbury. There is a requirement for some type of Connexions' mobile provision (satellite service connected to Newbury) for the most rural areas of West Berkshire.

In terms of one stop shop location it is worth noting that West Berkshire schools located just west of Reading look more towards Reading than Newbury.

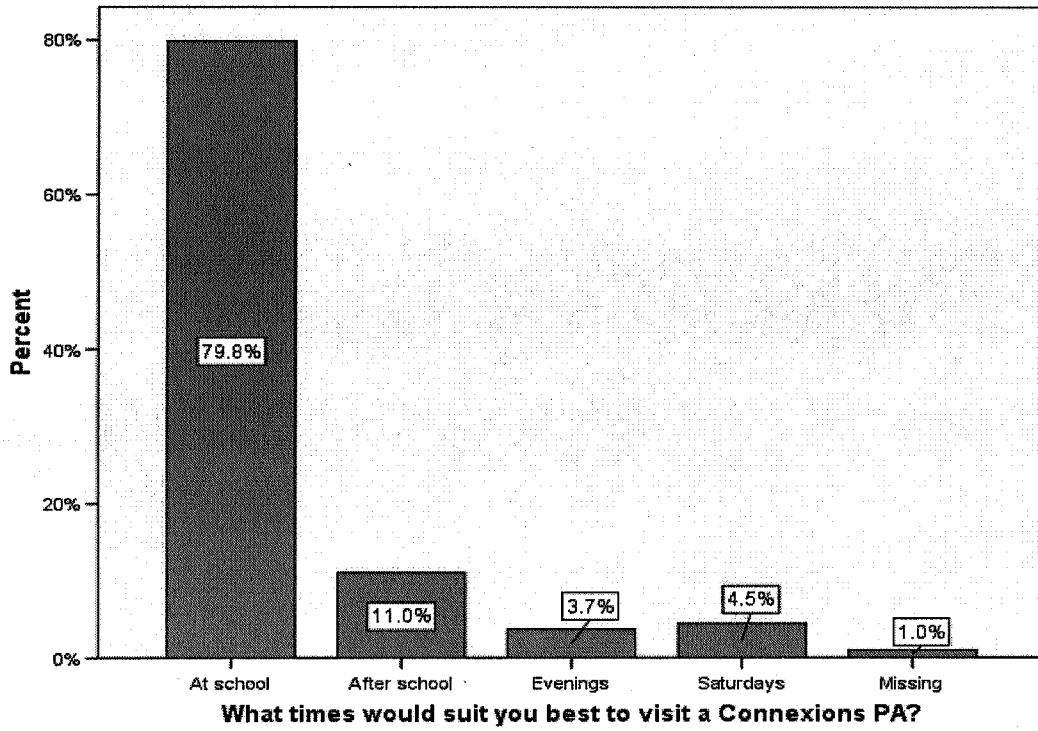
#### **Times**

YOT clients, school staff, and young people (from one mainstream school) said they would prefer the one-stop shop to open in the evenings during the week and during the day on weekends. Also, participants said that they would like to contact Connexions by phone after 5 pm.

However, the majority of participants from mainstream schools and PRUs said they would like to access Connexions' services during school time and not in the evenings or at weekends as this was a time for socialising and relaxation. However, they noted that they would not like to give up their lunch breaks in school to access the service.

Table 4 shows that the majority of respondents favoured school time to engage with Connexions. Indeed, in a separate question within the quantitative survey, which focused on the best location for clients to visit Connexions - 90.6% favoured a school based location.

Table 4



## **Section 4: Partnership & Incentives**

This section will provide information on improving the service delivery and take up of Connexions. Firstly, within the mainstream schools, pupils could not tell the difference between the work Connexions does and for example the work of youth clubs, confidentiality clinics, learning support assistances and career services within schools. Furthermore, a YOT client said that Connexions was itself a barrier to employment i.e. another referral system.

Connexions should integrate their service provision in partnership with existing similar service providers. Such services as: youth service, vocational programmes, family support services, pastoral support services, school medical staff, learning support assistants, and careers programmes have overtime built up trust, confidentiality and friendship with young people. Where such career guidance and personal counselling structures already exist within schools and PRUs, Connexions through partnership should take advantage of such services and not duplicate them. This will also assist in maintaining continuity in terms of staff and clients.

Finally, one theme which came up within PRUs, and the special needs schools was that of incentives for participation. Participants said if Connexions' provided incentives for participation young people would be more likely to engage or at least take an interest in Connexions. These incentives could take the form of food vouchers, music vouchers or indeed travel vouchers which would tackle one of the barriers to participation mentioned above.

## Conclusion & Recommendations

The Connexions' core service has been well marketed but young people still have a partial understanding of the range of services offered. Connexions also provides an efficient service to assist young people in gaining employment, although its process of setting up meetings, staff engagement within meetings, staff continuity and access for post school pupils requires revision.

There are also some barriers which prevent young people from engaging with Connexions' core services. These barriers include: lack of trust, lack of information, unsuitable office space, participants travel costs, and the IT exclusion of rural and YOT clients. However, this study has also highlighted ways of improving the core service which include: providing access to the one stop shop in the evening and at weekends; providing a mobile provision for rural communities; increasing staff home client visits; and fostering partnership with existing employment, educational and counselling services. With the foresaid in mind this research makes the following recommendations:

- Connexions has been extremely well promoted, thus its brand name should not change in the future. However, what the Connexions' core service actually delivers requires greater publicity to young people, and their parents / guardians. Developing this awareness should be conducted in school tutor sessions, assemblies, and promoted via a wider marketing campaign.
- The time allocated for meeting clients needs to be increased to allow for clients to discuss their educational and employment options. Furthermore, the number of days spent by Connexions' staff within schools or PRUs also needs to be increased, which will also benefit staff consistency.
- Review appointments procedure to allow greater client input.
- Increased tracking of post GCSE and A level students.
- Trust and confidentiality must be built via friendly and consistent staff.
- Young people's lack of awareness of Connexions and its office hours needs to be tackled. This could be done by the development of regular office hours which could be detailed alongside what Connexions' offers within each pupil's school planner
- The IT exclusion of YOT clients and rural young people needs to be addressed.
- Continue to allow young people to access and contact Connexions via school, the one stop shop, the internet, and allow for Connexions' staff home visits.
- Develop a Connexions' mobile provision (satellite service connected to Newbury) for the most rural areas of West Berkshire.



- Increase opening hours of one stop shop to evenings Monday – Friday, and during the day at weekends. Connexions' services should continue to be delivered within schools (during school hours). However, schools and Connexions should be aware that the majority of participants within this study said that they would not like to access the service during their lunch breaks.
- Connexions should develop (fund) existing employment, educational, and counselling services within schools. This will take advantage of already established structures, and fostered trusting relationships.
- Provide incentives such as travel vouchers for young people to engage with the service.

**INVITATION TO TENDER  
FOR THE  
PROVISION OF  
IMPARTIAL INFORMATION, ADVICE AND  
GUIDANCE  
AND SUPPORT  
TO YOUNG PEOPLE  
AND  
INTENSIVE TARGETED SUPPORT TO  
THOSE AT  
RISK OF DISAFFECTION  
AND THEREBY BECOMING NEET  
ACROSS THE AUTHORITIES OF  
BERKSHIRE  
(CONNEXIONS SERVICES)**

**November 2006**

# INVITATION TO TENDER

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## SECTION I: INSTRUCTIONS TO TENDERERS

### 1.0 Introduction

1.1 The six authorities within Berkshire are working collaboratively to appoint a Service Provider to provide impartial information, advice, guidance and support to young people as they move through their teenage years to adulthood and working life. The present provider is Connexions Berkshire. Any new Service Provider would be expected to use this brand name for the provision of the services. The key purpose of the provider would be to help young people in aged 13-19 to engage in education, training and employment so that they make a successful transition into adult life.

1.2 Slough Borough Council is taking the lead on overseeing and managing the procurement process on behalf of the other five authorities within Berkshire.

1.3 The six authorities working together on the re-provision of the Connexions Services are detailed below and will be referred to as the Berkshire Authorities throughout this ITT:

- Bracknell Forest Borough Council
- Reading Borough Council
- Royal Borough of Windsor and Maidenhead
- West Berkshire District Council
- Wokingham District Council and
- Slough Borough Council

### 2.0 Description of Services Required

2.1 The Berkshire Authorities are seeking to appoint a Service Provider for the provision of impartial information, advice and guidance and support to young people in the target age. (Connexions Services).

2.2 The services required will be provided in accordance with **Section II (Scope of Works)** of this document. There are core requirements which are applicable across all six of the authorities; within this ITT we have referred to these as **Core Requirements**. Individual authorities may choose to have specific requirements which are applicable to the individual authority and these are referred to as **Specific Requirements**.

2.3 Any Contract awarded as a result of this tender process will be between the successful Service Provider and the Berkshire Authorities. Each Berkshire Authority during the contract term will be responsible for agreeing with the successful Service Provider any variations or specific requirements that they may want to be provided which are outside of the

## Core Requirements.

### 3.0 Purpose of the Invitation to Tender (ITT)

#### 3.1 The purpose of this ITT is:

- (a) To select a suitably qualified and experienced Service Provider to provide Connexions Services;
- (b) To receive competitive tender returns for evaluation;
- (c) To allow Tenderers to describe the available information, advice and guidance and support services and the range of relevant management services that would meet the Berkshire Authorities present and future needs;
- (d) To allow Tenderers the opportunity to provide details of other relevant value added services that could be offered to the Berkshire Authorities. These do not need to be comprehensively described but should provide the opportunity for the Berkshire Authorities to assess the scope and level of services that could be provided if requested at a later date.

### 4.0 Contract Term and Commencement

- 4.1 It is anticipated that any Contract issued, as a result of this ITT process will run for a period of three years, commencing **April 2007** with an option of a further one year extension. A formal review of the Contract will be undertaken at the end of each contract year. Each of the Berkshire Authorities reserve the right to terminate the Contract should such a review conclude that the required services are not meeting the Authority's needs at that time or the allocation of financial resources due to DFES funding changes makes continuation not viable

### 5.0 Submission of Tenders

- 5.1 **The closing date for receipt of Tenders is 12.00 Thursday 18 December 2006. Tenders received by the Berkshire Authorities after this time may be rejected and returned unopened to the Tenderer.**
- 5.2 Tenderers should provide a detailed **Technical Proposal** of **NO MORE THAN 25** sides of A4 and a separate Financial Proposal.
- 5.3 Tenderers should submit the Technical Proposal and the Financial Proposal in **SOFT COPY** via email to **tenders1@slough.gov.uk**.
- 5.4 Tenderers should also submit the Technical Proposal and the Financial Proposal in **HARD COPY**.

The Proposals must be placed in a **sealed** envelope clearly marked **Tender for the Provision of Impartial Information, Advice and Guidance and Support to Young People and Intensive Targeted Support to those at Risk of Disaffection and thereby becoming**

## **NEET (Connexions Services).**

**There should be no mention of the Tenderers name on the envelope or any other way identifying the Tenderer from the envelope.** The envelope should only bear the following information, clearly visible:

- (a) For the attention of: **Catherine Meek, Assistant Director, Democratic Services**
- (b) Slough Borough Council address: **Town Hall, Bath Road, SL1 3UQ**
- (c) The ITT reference number: **PUR/06/01/06**
- (d) The ITT title: **Tender for the Provision of Impartial Information, Advice and Guidance and Support to Young People and Intensive Targeted Support to those at Risk of Disaffection and thereby becoming NEET (Connexions Services).**

**Should any Tenderer put their name on the envelope then this will be recorded and the tender may be rejected.**

**Should the Tenderer not submit a sealed bid then this will be recorded and the tender may be rejected.**

- 5.5 A full explanation of the Berkshire Authorities evaluation criteria is set out in **paragraph 6.0** below.
- 5.6 The Tenderers Technical Proposal should demonstrate detailed knowledge and understanding of the Berkshire Authorities requirements as specified in **Section II (Scope of Works)**.
- 5.7 The Tenderers Technical Proposal must contain the requested information in the format detailed in **paragraph 6.1** below.
- 5.8 The Tenderers Financial Proposal must consist of a completed copy of the Pricing Schedule in the format contained as **Annex A**.
- 5.9 Any questions relating to the clarification of any aspect of this ITT must be received by Baldish Dhanda (**Baldish.Dhanda@slough.gov.uk**) no later than **12.00 hours on Wednesday 30 November 2006**. The Council will respond in writing to such requests for clarification of the ITT documents. Copies of the Berkshire Authorities response (including a description of the enquiry but without identifying the source) will be sent to all Tenderers on or before Wednesday 6 December 2006 by e-mail.
- 5.10 Tenders should be valid for acceptance and negotiation for a period of **120 days following the closing date**.
- 5.11 Any Contract entered into as a result of this tender will contain, at a minimum, those Clauses detailed as **Annex C** of this document. Tenderers must indicate in writing any objection or amendments to **Annex C** or any additional clauses required for any Contract entered into as a result of this tender.

5.12 The Council reserves the right to accept or reject any Tender, and to annul the ITT process and reject all Tenders at any time, without thereby incurring any liability to the Tenderers. The Berkshire Authorities will not necessarily accept the lowest priced Tender, they will accept the “most economically advantageous to the Berkshire Authorities”.

**6.0 Method of Evaluation**

6.1 Tenders will be initially evaluated by the Berkshire Authorities on the basis of their Technical and Financial Proposal. The two highest ranking Tenderers will be invited to continue to the next stage of the tender process which will involve site visits and a Presentation. The following methodology will be used for the initial evaluation stage:

<b>Element of the Evaluation</b>	<b>Max Score Available</b>	<b>Percentage of Total</b>
Technical Proposal	500	50
Financial Proposal	500	50
<b>Maximum Score Available:</b>	<b>1000</b>	<b>100</b>

Evaluation of the Technical Proposals will be carried out by a Tender Evaluation Panel (TEP) made up from members of the Berkshire Authorities staff. Proposals will be scored based upon the information requested below:

<b>Technical Evaluation Criteria:</b>	<b>Maximum Score:</b>
<b>Experience of the Tenderer:</b>	



<p>1. Tenderers should provide a brief description of their expertise in the field of service provider for providing impartial information, advice, guidance and support to young people as they move through their teenage years to adulthood and working life. Tenderers should provide innovative solutions they have used to provide such services and evidence links to broader ECM agenda</p>	<b>20</b>
<p>2. Tenderers should outline the details of any relationships that they may have with any local partners and demonstrate how they have jointly worked in providing a successful service.</p>	<b>20</b>
<p>3. Tenderers should detail their recent experience of providing temporary workers as profiled within the Scope of Work to at least three local authorities of similar size to the Berkshire Authorities.</p>	<b>10</b>
<p>4. Tenderers should provide details of appropriate contact names within those local authorities cited and ensure that permission is gained for the Berkshire Authorities representatives to obtain references and arrange site visits as required.</p>	<b>0</b>
<p>5. Tenderers should be able to demonstrate their ability to cater for the size and cultural diversity of the Berkshire authorities. They should detail any issues that such size and diversity raised when servicing such Clients and how these have been resolved.</p>	<b>20</b>
<p>6. Tenderers should be able to demonstrate that they and any sub contracted work to other organisation or local bodies comply with the appropriate industry standard for quality and are accredited to the relevant accreditation bodies.</p>	<b>10</b>
<p>7. Tenderers should provide details of the Equal Opportunities Policy they have in place and demonstrate how they can assist the Berkshire Authorities in meetings their equal opportunities policies.</p>	<b>10</b>
<p>8. Describe any key experience and skills that your firm would bring to the Berkshire Authorities in areas where you believe that you may have a competitive advantage over bidders.</p>	<b>30</b>
<p><b>Total for Experience of the Tenderer</b></p>	<b>120</b>

<b>Methodology:</b>	
<p>1. Tenderers should demonstrate for each criteria numbered for <b>Section 2.2.1 -2.2.22</b> within the Scope of Works how they would propose to meet the Berkshire Authorities Core Requirements and identify how the method statements will secure measurable improvements against the individual authorities and wider pan Berkshire NEET targets.</p>	<b>100</b>
<p>2. Tenderers should give examples of where they have used the proposed approach and solution and detail the improvements where they think the intended service will bring. Tenderers should ensure they provide details of how they intend to address these Core Requirements. Failure to do so will mean that the Tenderer will be marked down for non-compliance.</p>	<b>25</b>
<p>3. Tenderers should demonstrate how they intend to meet the Authorities Specific Requirements.</p>	<b>30</b>
<p>4. Tenderers should provide a detailed project plan from notification in the first week of February 2007 on how they intend to ensure a smooth transition from the incumbent supplier with a go live date on 01 April 2007. The plan should take into account the TUPE issues, lease issues of the property, training of staff, contractual issues etc. The project plan should detail the implementation, services to be provided, resource estimates and timing of key project milestones and associated project deliverables</p>	<b>25</b>
<p>5. Describe the risks inherent in the approach and steps to be taken to mitigate them. Describe your recommended approach for issue resolution. Describe any safeguards you would put in place to minimize risk of dependencies not fully under Service Providers control that could threaten the contract implementation.</p>	<b>10</b>
<p>6. Describe any methodology, quality control system, and or good practice initiatives you would employ to facilitate implementation and contract execution and deliver high quality.</p>	<b>20</b>
<b>Total for Methodology:</b>	<b>210</b>

<b>Personnel:</b>	
1. Tenderers should provide a detailed TUPE Programme of Works to ensure that staff have the skills and competency to TUPE across all staff in accordance with statutory legislation.	<b>10</b>
2. Tenderers should provide evidence of how flexible the workforce is with regard to evening and weekend working.	<b>20</b>
3. Tenderers should demonstrate their ability to provide dedicated Local Managers for each Berkshire Authority and an overall Contract Manager who will act as the Client Relationship Manager for the six Berkshire Authorities.	<b>20</b>
<p>4. Tenderers should provide the CVs of above staff. The following specific information demonstrating the experience of the proposed candidates should be provided:</p> <ul style="list-style-type: none"> <li>• The length of time the proposed people have been with the company;</li> <li>• The number of years for which the proposed people have worked within the industry;</li> <li>• Other significant clients accounts which the proposed people have managed;</li> <li>• Other companies with the industry for which the proposed people have worked.</li> </ul> <p>5. Tenderers should provide an organogram showing the staff structure of their company and where within this structure the team servicing the Berkshire Authorities would fit. Details should also be given of the <b>escalation procedures</b> proposed for the resolution of any problems which may arise during the management of the contract.</p> <p>6. Tenderers should demonstrate how they would deploy external resources to meet the requirements listed in Section II, 2.2.10.</p> <p>6. Tenderers should provide details of how they maintain standards for their staff and how they maintain Continued Professional Development for professionally qualified staff.</p>	<b>10</b>
<b>Total for Personnel:</b>	<b>120</b>

<b>Performance Monitoring:</b>	
1. Tenderers should demonstrate their ability to provide details of performance monitoring of the service , and the types of feedback which they can give to the Berkshire Authorities in this respect of performance in their area;	<b>20</b>
2. Tenderers should demonstrate how they measure the performance of local strategic partners and external resource;	<b>20</b>
3. Tenderers should provide examples of existing reports of their standard and monthly and quarterly performance reports together with recommendations on how the service levels may be enhanced for the proposed contract.	<b>10</b>
<b>Total for Performance Monitoring:</b>	<b>50</b>
<b>Marks available for Technical Offer:</b> (Percentage of overall marks available):	<b>500</b> <b>50%</b>

6.2 Within their Technical Proposals, Tenderers should provide the details for three references, which may be taken up by the Berkshire Authorities as per **paragraph 6.1 above**. Details should be provided of three (3) Contracts of a similar size and nature to that required by the Berkshire Authorities where the Tenderer has successfully provided the required service. The following key features should be indicated:

- (a) name of the Client (where obligations of confidentiality permit);
- (b) nature and size of Client;
- (c) scope of the services;
- (d) length of contract, size of contract in terms of monetary value;
- (e) contract scope and complexity.

Please confirm that the Berkshire Authorities may seek references from these clients at the appropriate time ensuring that an appropriate contact name is given and permission is gained on request for Berkshire Authorities representatives to contact them at their convenience.

NB: The Berkshire Authorities reserves the right to speak with references without prior notification to the Tenderer at any point in the evaluation process.

6.3 Tenderers must complete the Pricing Schedule at **Annex A** The Financial Proposals will be evaluated using the prices submitted in the format detailed in **Annex A**, based upon the Total Estimated Project Price.

6.4 Financial Offers will be evaluated as follows:

<b>Financial Evaluation Criteria</b>	<b>Maximum Score</b>
Part A Core Requirements	<b>300</b>
Part B Specific Requirements	<b>200</b>
<b>Marks available for Financial Offer</b> (Percentage of overall marks available)	<b>500</b> <b>50%</b>

The Tenderer proposing the lowest total cost for each separately identified criteria (Part A and Part B) will be given the maximum financial score available for those criteria. Other Tenderers (higher) prices will be divided into the lowest price and the result multiplied by the maximum score given for that criteria. One total financial score will be awarded to each Tenderer which is a combination of marks awarded for the criteria detailed in Parts A and B of the Pricing Schedule.

- 6.5 Any services not covered by the proposed remuneration detailed in **Annex A** should be clearly indicated. These may, however, be evaluated as part of the three elements outlined above, if the Berkshire Authorities deems that these additional costs could reasonably be expected as part of the total cost of the service.
- 6.6 Mathematical errors detected by the Berkshire Authorities in the submission Financial Offers will be corrected in the following manner:
- a. if there are errors in the mathematical extension of unit price items, the unit prices prevail and the mathematical extension adjusted accordingly;
  - b. if there are errors in the addition of lump sum prices or unit price extensions, the total is corrected and the correct amount reflected in the total bid price;
  - c. any Tenderer affected by mathematical errors will be told immediately and given the corrected bid price. Proposals must confirm their acceptance of this modification otherwise their offer will be rejected.
- 6.7 The Berkshire Authorities will evaluate the Technical and Financial Proposals and rank the Tenderers. **Only the two highest ranking Tenderers** will be invited to the next stages of the process. This will involve of both Site Visit and a Presentation Meeting. The Presentation Meeting will take place at Slough Borough Council on the 16 January 2007. The purpose of the Presentation will be to validate the Tenderers capability and competency to deliver Connexions Services. The presentation will also be an opportunity for clarification for both parties. Present from the Berkshire Authorities will be the Tender Evaluation Panel, key stakeholders and young people representing the key user group of the service and others members at the Authorities discretion. Full details will be provided to the successful Tenderers on

the precise arrangements for the Presentation Meeting.

It is important that the key members of the Tenderers identified Implementation Team and Managers attend the Presentation and actively participate. Presentations will be scored based upon the information requested below:

<b>Presentation Evaluation Criteria</b>	<b>Score Available</b>
<p>Ability of the Tenderers proposed team to demonstrate that:</p> <ol style="list-style-type: none"> <li>1. They have a full understanding of the Berkshire Authorities requirements. They have a strong and robust proposal for the Connexions Core Service Requirements as well as individual Authorities Specific Service Requirements.</li> <li>2. They have the required managerial and /or technical competence to deliver the services required by the Berkshire Authorities effectively and reliably. They work together as a team and demonstrate complementary skills.</li> <li>3. The young people will set a scenario for the Tenderers to see what innovative and creative solutions they can offer in response to the given scenario.</li> <li>4. They can identify from their own research the proactive steps they would take to ameliorate the causes of vulnerable young people becoming NEET.</li> <li>5. They can identify methods where they have successfully engaged parent and the community particularly in regard to vulnerable young people.</li> </ol>	
<b>Marks Available for Presentation</b>	<b>100</b>

6.8 Subject to paragraph 5.12, the Tenderer achieving the highest combined Technical Offer, Financial Offer and Presentation will be nominated as Preferred Supplier. The Berkshire Authorities will move to negotiate Contracts with the Preferred Supplier. The references provided by the Tenderer as detailed in paragraph 6.3, will be taken up by the Berkshire Authorities before choosing a provider. The Berkshire Authorities also reserve the right to undertake a site visit to the business premises of the Preferred Supplier in order to satisfy itself that those proficiencies detailed by the Tenderers in their technical proposal are accurate and do site visits as part of the evaluation process.. In the event that these references or site visit prove unsatisfactory the Berkshire Authorities reserves the right to move to the next highest ranked Tenderer and take up their submitted references.

- 6.9 In the event that a satisfactory conclusion to negotiations with the Preferred Supplier cannot be agreed within three weeks of them being nominated, the Tenderer will move to contact the next highest scoring Tenderer to commence negotiations with them.

## 7.0 Critical Path to the Appointment of a Contractor

Action	Target Date for Completion of the Process
Issue Invitation to Tender (ITT)	08 November 2006
Deadline for receipt of written questions (by 12:00 hours)	30 November 2006
Issue answers to questions	6 December 2006
<b>Closing date for receipt of Tenders (by 12:00 hours)</b>	<b>18 December 2006</b>
Presentation	16 January 2007
Notification of award	early February 2007
<b>Commencement of New Contract</b>	<b>April 2007</b>

NB: these are target dates only and are subject to change.

## 8.0 Complaints relating to the ITT Process

- 8.1 All complaints relating to the ITT process should be directed to the "Director of Legal Service and Procurement" at Town Hall, Bath Road, Slough, Berkshire, SL1 3UQ.

## 9.0 Amendment of ITT documents and Extension of the Closing date

- 9.1 At any time prior to the submission of Tenders, the Berkshire Authorities may amend the Tender document by issuing a written addendum.
- 9.2 Tenderers must acknowledge the receipt of this addendum by fax or e-mail, and will be assumed that the information contained in the addendum will be taken into account by the Tenderer in the preparation of its offer.
- 9.3 To give Tenderers reasonable time in which to take account of the amendment in the preparation of its offer, the Berkshire Authorities may, at its discretion extend the deadline for the submission of Tenders.
- 9.4 The discretion of the Berkshire Authorities to extend the deadline for the submission of Tenders may be exercised at any time up to the advertised date and time of closing.

## 10.0 General

- 10.1 Incomplete or inadequate responses, lack of response to an item or items, or misrepresentation in responding to this documentation may result in rejection of a Tenderers offer.
- 10.2 All costs relating to the preparation of the submission and any subsequent follow up activities are to be for responsibility of the Tenderer.
- 10.3 After receipt of Tenders and until the award of any Contract, neither information relating to the examination, clarification, evaluation and comparison of the submissions nor recommendations concerning the award of a Contract shall be disclosed to Tenderers, or to any other outside parties, until the ITT process has been concluded and a contract awarded.
- 10.4 Any effort by a Tenderer to influence the Berkshire Authorities or its employees or agents in the process of examination, evaluation and comparison of Tenders, or in decisions regarding the award of a Contract, shall result in the rejection of the Tenderers offer. Tenderers must sign and return Slough Borough Council's Tender Declaration and the Non Collusive Tendering Declaration signed by a Senior Director as part of the Technical Proposal. Copies of Slough Borough Council's Non Collusive Tendering Declaration and Tender Form are attached at **Annex E** and **F**.

The Tender Form at **Annex F** must be signed:

- Where the Tenderer is an individual, by that individual;
- Where the Tenderer is in a partnership, a duly authorised partner;
- Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for that purpose; and the status of the signatories within the company/organisation indicated.

Ownership of documentation or other information submitted in the Tenders will become the property of the Berkshire Authorities unless otherwise requested at the time of submission. Any materials submitted in response to the ITT, which are considered to be confidential, should be clearly marked as such by the Tenderers. However, the Berkshire Authorities reserve the right to decide whether to maintain confidentially in light of the guidance attached regarding its obligation under the Freedom of Information Act 2005.

## 11.0 Confidentiality

- 11.1 The information provided in this ITT document and any subsequent related document is provided in strict commercial confidence. This also applies to all other communications between the Berkshire



Authorities and the recipients. This information may not be divulged to a third party without the prior express written consent of the Berkshire Authorities.

**SECTION II**  
**SCOPE OF WORK**

## SECTION II

### SCOPE OF WORK

#### 1.0 Background

- 1.1 Six Berkshire authorities Bracknell Forest, Reading, Windsor and Maidenhead, West Berkshire, Wokingham and Slough are working together to re-provide the Connexions Service in their areas. There are some core requirements which all the authorities want which are referred as the Core Requirements. Each authority then has specific requirements unique to their authority which are referred as **Specific Requirements**. The successful Tenderer will be required to provide the core services to all 6 authorities and those specific requirements as agreed with the individual authorities on a year by year basis to reflect local needs and local targets.
- 1.2 The DfES grant for the 2006/2007 for the Connexions Service is £7,222,916 (in the previous year, 2005/6, the sum was £7,136,503). This amount covers all Connexions Services. Using the DfES formula this sum can be apportioned to each local authority area as follows:

		2006/07
Slough	16.44%	1,187,447
West Berkshire	16.44%	1,187,447
Bracknell Forest	17.20%	1,242,341
RBWM	16.44%	1,187,447
Wokingham	17.04%	1,230,784
Reading	16.44%	1,187,447
	100.00%	7,222,916

An approximate 2% will be top sliced of the total as contribution towards a combined pan –Berkshire management of the contract.

- 1.3 In four authorities, intensive services are subcontracted to the local authority and the amounts that should be deducted from the totals above are:

West Berkshire	-	£172,595
Reading	-	£190,777
Wokingham	-	£167,570
RBWM	-	£168,559

In Bracknell Forest and Slough, the intensive service is provided by Connexions Berkshire and the cost of these services is incorporated in the above totals.

- 1.4 The Connexions Grant for 2007/08 will be notified in November/December 2006 and for 2007/08 the funding formula will

remain the same. The DfES are currently consulting on a new formula which will apply from 2008/09.

- 1.5 Tenderers are invited to tender for this three year contract with an option to extend for a further one year by giving a three year fixed price for the core element for the 6 authorities and for the specific elements requested by the individual authorities who may take all or none of the specific services.
- 1.6 All of the service provision will be contained in one contract which all 6 authorities will enter into. The indicative contract is contained in **Annex C**.
- 1.7 It is envisaged that each of the authorities will establish a local board to oversee, monitor and develops core services in its area and such other associated services as may be agreed locally. The local manager will attend this board which will report as appropriate to the Children and Young Peoples Partnership.

## **2.0 Core Requirements**

- 2.1 The contract will require you to provide a service to all young people aged 13 – 19, 13 – 25 for young people with Special Educational Needs within Berkshire. The service is to be delivered through a flexible approach which responds to the nature of the individual authority. The core elements are:-

### 2.2.1 To:

- 2.2.1.1 Engage more young people in positive activities to empower them to shape the services they receive.
- 2.2.1.2 Encourage more young people to volunteer and become involved in their communities.
- 2.2.1.3 Provide high quality information, advice and guidance (IAG) to young people to help them make informed choices about their lives.
- 2.2.1.4 Provide enhanced support to those young people who need it up to the point where intensive support is appropriate for those who are underachieving, have serious problems or get into trouble.
- 2.2.1.5 The provision of relevant services for assisting persons undergoing relevant education to decide:-
  - a) What employments, having regard to their capabilities will be suitable for and available to them when they cease undergoing such education

- b) What training or education is or will be required by and available to them in order to fit them for those employments; and
- c) For assisting persons ceasing to undergo a relevant education to obtain such employments training and education.

2.2.2. To enable schools to deliver a high quality accredited programme of careers education from year 7 and to support curriculum and staff development.

2.2.3. To ensure that by the end of all Year 9 pupils have access to impartial advice on options available for 14 – 19 year olds.

2.2.4. To ensure effective participation of young people in education or training by:

- a) moving NEET to EET
- b) to overcoming barriers to prevent progression to NEET
- c) to encouraging and supporting clients to remain in EET

According to individual authority NEET targets as contained in Appendix B.

2.2.5. To arrange assessments for all young people with learning difficulties And/or disabilities as defined by Section 140 of the Learning and Skills Act 2000 to assist their transition to post 16 opportunities.

2.2.6 To have a client case load information system (CCIS) in order to provide tracking, recording and reporting requirements including destinations and outcomes to comply with any current and future Government requirements (e.g. APA and JAR), local information sharing and child index protocols.

2.2.7 To provide young people with the general information about any grants and allowances applicable to young people and actively promote the take up of grants..

2.2.8 To register young people for work or learning and be able to confirm a young persons registration with Job Centre Plus where required.

2.2.9 To contribute towards achieving :-

- 2.2.9.1 Reduced NEET
- 2.2.9.2 Improved pre and post 16 attainment
- 2.2.9.3 Improved achievement targets at age 19
- 2.2.9.4 Improved school attendance
- 2.2.9.5 Improved outcomes for care leavers
- 2.2.9.6 Improved outcomes for young offenders
- 2.2.9.7 Improved outcomes for young people with a substance misuse problems
- 2.2.9.8 Reduced the under 18 conception rate

- 2.2.9.9 Increases in the proportion of teenage parents in
  - 2.2.9.10 employment, education and training
  - 2.2.9.11 Better Support for teenage parents
  - 2.2.9.12 An increased proportion of supervised offenders undertaking employment, education and training.
  - 2.9.9.11 A reduced number of NEET young people with learning difficulty and/or disability from specific BME groups, children in care, care leavers and other vulnerable groups.
  - 2.9.9.12 Improved outcomes for young people in care measured against national and local targets as necessary.
- 2.2.10 To adhere to the, Advice and Guidance Standards (IAG) applicable at the time.
- 2.2.11 To offer every assistance in the evaluation of progress against the Youth Matters reforms. This includes ensuring record keeping is rigorous and up to date that monitoring reports are submitted on time and that consultation is carried in a timely and effective manner.
- 2.2.12 To make the service provision available to young people at times and places acceptable to them, recognising the difference that exist between urban and rural Berkshire. Services must also be accessible to parents/carers and education and training establishments. To develop links with educational and training providers and existing and potential employers and voluntary and community sectors.
- 2.2.14 To provide a common prospectus for all young people in accordance with IAG advice on education, training and employment with training opportunities for all young people 14-19 in the travel to learn area
- 2.2.13 To provide a robust innovative accessible user friendly information and communication technology system that meets the needs of young people, parents, carers and potential employers.
- 2.2.15 To work as part of an integrated service in partnership with local Children's Trusts arrangements at both a :
- 2.2.15.1 Strategic level and
  - 2.2.15.2 Operational level.
- 2.2.16 To contribute to integrated services to meet the Extended Services agenda.
- 2.2.17 To promote services to young people through relevant media in a cost effective manner.
- 2.2.18 To develop staff cost effectively and to work with partners to provide a consistent approach in the development of all persons providing advice and guidance for young people in line with the "Requirements and Guidance for the Connexions Service" published by DfES.

- 2.2.19 To have appropriate governance and management arrangements to ensure the maximum amount of resource is devoted to front line service delivery.
- 2.2.20 To attract additional external funding and resources necessary to achieve the outcomes for young people.
- 2.2.21 To ensure that the profile of the staff team is representative of the local community.
- 2.2.22 To regularly and actively seek young people's views on the service provision e.g. by questionnaires, focus groups, structured interviews, on line questionnaires and take them into account in recommending ways to improve service delivery.

### **3.0 Specific Requirements for West Berkshire District Council**

#### **3.1 Overview of the District**

West Berkshire is a District with a population of 144,483 people, and represents over half the geographical area of the County of Berkshire. It covers an area of 70,484 hectares (272 square miles). The area is characterised by a number of small to medium sized towns and a significant rural area. To the east lies Reading and in this area, part of the District is suburban in nature. Approximately 60% of the District is also designated as an Area of Outstanding Natural Beauty (AONB).

The 13-19 population for West Berkshire is c13,150 young people. Overall, young people under 19 make up a quarter of the West Berkshire's population. Officially West Berkshire is recognised as the 329<sup>th</sup> least deprived district in the country out of a total of 354. Ethnic minority groups make up 2.63% of the population, which is the lowest of all the Berkshire Authorities, and lower than the South East average of 4.95%. The largest concentrations of ethnic minorities are located in the eastern area of the district.

#### **3.2 West Berkshire Contract Summary:**

- West Berkshire Council has contracted for and delivered the Connexions Intensive PA service. The council will continue to manage this service and it will not form part of the West Berkshire contract for the delivery of Connexions.
- Working in partnership between the Local Authority and Connexions to ensure appropriate shared access to clients records and maintenance of high quality I.T links between service users.
- For West Berkshire, the Connexions Core service will be delivered through a flexible approach which responds to the nature of the authority. The service must be delivered at times and in settings that are accessible to young people taking account of:

- Rurality & transport constraints.
- Engagement with young people in settings outside of school and office hours.
- Raising engagement of Young People, particularly those who are NEET.
- West Berkshire Council will contract for the Connexions service on behalf of the Children & Young People's Trust.
- Contract management details will be negotiated locally
- There will be an annual review and assessment of the service. The service level agreement will be reviewed annually and will reflect the development of the Trust. It will also include an agreement regarding the allocation of PA work between school and out of school settings.
- The delivery of the Connexions Service will need to be flexible and will be required to respond to the evolving structure of the Children & Young Peoples Directorate, e.g. the development of Integrated Locality Teams, Children's Centres and Extended Schools.

### **3.3 Contract Detail:**

The following contract details are based on aspects of the 5 Every Child Matters Outcomes, and will be reviewed annually, enabling revised targets to be negotiated and agreed as appropriate to current trends.

#### ***Being Healthy.***

- Support access for young people to sexual health services in partnership with the West of Berkshire PCT and WBC Youth Service in settings other than Newbury.
- Active participation in the development of the West Berks Teenage Pregnancy Strategy, and joint contribution to the reduction of teenage pregnancies.
- Contribute to activities that support healthy living.
- Establish a base line for contributing to the local CAMHS strategy.
- Establish level of referrals to 14-21 Counselling from Connexions in 2006-07 and increase by 10% in 2007-08 and by a negotiated level in subsequent years.
- Establish levels of referrals from Connexions to The Edge in 2006 -07 and increase by 10% in 2007-08, and by a negotiated level in subsequent years.

#### ***Being Safe.***

- All delivery staff to hold an up to date Enhanced CRB clearance.



- All PA's to be trained in the operation and usage of the Common Assessment Framework.
- Information sharing protocols to be implemented and operational with all key partner agencies.
- Establish an appropriate role for Connexions on the Local Safeguarding Children's Board.

***Enjoy & Achieve.***

- By the end of school year 9, all pupils have easy and uncomplicated access to impartial IAG
- All young people in school year 11 to have a recorded contact with a PA by the end of their school year.
- All young people in years 12 & 13 to have an individual recorded contact with a PA by the end of their school year.
- 100% of young people deemed as requiring targeted support by schools or college to receive additional recorded support before Christmas in year 11.
- Ensure full integration with schools / college pastoral and other support systems.
- Connexions to be represented on the 14-19 Curriculum Boards, and ensure that all PA's are aware of appropriate 14 -19 programmes for young people.
- In partnership with schools, contribute to developing appropriate transition plans for young people with SEN / disabilities at age 15.
- To establish a system to differentiate those young people / pupils most at risk, and which provides support according to individual need.

***Make a positive contribution.***

- All schools and college pupil / student councils to be supported by Connexions Participation worker(s) to ensure views of young people can contribute to the development of services.
- Connexions to be an active participant of the C&YP Trust Involving Young People Group.
- Youth Participation worker to actively promote and support the activities of the Youth Opportunity & Youth Capital fund.
- Improve outcomes for clients supported through the YOT with levels of support negotiated annually.
- Establish the numbers of vulnerable young people such as those Looked After, achieving at least 1 accredited outcome by the age of 16, and in partnership with other agencies, agree a contribution to increasing the numbers of those young people achieving an accredited outcome.

***Achieve economic well being.***

- Reduce the number of young people aged 16-19 who are NEET for more than six months after leaving statutory education in West Berkshire, to under 325 in 2007-08, and by a further 10% in subsequent years.
- Audit the numbers of unknown or lapsed young people aged 16-19 years for 2006-07 and reduce to 1.5%.

- Maintain a weekly updated data base of job vacancies for young people from local employers.
- Increase the numbers of young people with LD&D entering EET by 5% above the 2006-07 total, and by an agreed amount in subsequent years.
- Increase numbers of Care Leavers entering EET by 25% above the 2006-07 total and by an agreed amount in subsequent years.
- Increase the numbers of YOT clients entering EET by 10% above the 2006-07 total and increase by an agreed amount in subsequent years.
- Increase the number of Teenage parents entering EET by 5% above the 2006-07 total, and increase by an agreed amount in subsequent years.

#### ***Marketing of Connexions.***

- To develop a strategy for marketing Connexions to all young people aged 13-19 years, their parents / carers, so that they have a knowledge of what the service can offer them.
- All PA's in school / college to ensure that pupils have a clear knowledge of how & when they can meet with a PA.
- All PA's working in other (non school) settings publicise their schedule / availability to young people.

#### ***Access to services***

- PA's offer appointments in a range of settings other than schools / college such as youth centres, YOT office, through outreach programmes and in young peoples homes
- Ensure young people can access Connexions staff in person, on 6 days per week in settings other than schools & college, including evenings.

### **3.4 Contract Management**

Management fee of 2.5% (based on the total Connexions 2006-07 funding allocation for West Berkshire) will be held to contribute to the contract and appropriate management support the delivery of Connexions in West Berkshire.

A further 1% will be allocated towards pan- Berkshire management on behalf of the 6 local authorities.

This arrangement will be reviewed as part of the annual assessment of the service.

## **4.0 Specific Requirements for Royal Borough of Windsor and Maidenhead (RBWM)**

### **4.1 Overview of RBWM**

- The Royal Borough lies 20 miles to the west of London in the heart of Berkshire's 'silicon valley'.

- A relatively small unitary authority, it covers around 79 square miles with a population of just under 135,000 (2001 Census), of which about 20% are under-16.
- The borough has 4.1% lone parent households with dependent children, lower than the national average.
- The major centres of population are Maidenhead, Windsor and Ascot with surrounding villages and extensive rural areas particularly to the south of Windsor including areas of Windsor Great Park. This has an impact on the ability of young people to travel to activities independently. A map showing settlements is attached in Annex 3.
- House prices are amongst the highest in the country with knock-on effects for recruitment and retention of children's services staff. In 2001 the rate of owner occupation was 73% compared with 68% nationally. Social renting has decreased but private and corporate renting has increased.
- A relatively safe place to live and work, particularly in relation to violent crime where the borough is ranked in the top 50 out of 367 Crime and Disorder Partnerships in England and Wales. Tackling crime, however, remains a top priority for local residents and children and young people refer to a safe environment as one of their most important outcomes.

## **4.2 Local Arrangements**

For RBWM the core service should be delivered through a flexible approach that responds to the needs of the local authority.

The service must be delivered at times and in settings that are accessible to young people, including retaining the Maidenhead base of TICTAC, which provides a one-stop shop for a range of services available to young people including Connexions. There will be a requirement to use resources flexibly to provide evening and weekend opening sessions to meet the needs of young people.

The service will be provided in a way that meets the Council's area team structure, which has 2 area teams based in Windsor and Maidenhead and a base in Ascot.

Involving young people in all aspects of service delivery and decision-making will need to comply with the governance arrangements already developed in RBWM to reduce duplication of effort.

The Connexions Service will report to the Children and Young People's Strategic Partnership strategically and operationally through the Coordination and Implementation Group. Specific line management arrangements will be determined locally, the Annual Performance Assessment and the JAR action plan.

The work of the Connexions Service will impact on the Council's delivery to Children and Young People, therefore annual planning documentation and processes will take into account the Council's financial and business planning timetable and contribute to the Children and Young People Plan.

A service level agreement will be drawn up to identify the allocation of PA work in schools and non-school settings.

A formal service review and evaluation will take place annually, based on emerging needs, impact of service on users.

### **4.3 Contract Requirements**

The intensive personal adviser service is provided under contract by RBWM and managed through the Community and Youth Services. A range of voluntary organisations provide specific services that contribute to achieving the outcomes identified in the Contract. These are East Berkshire MIND (supporting young people with mental health issues); Princes Trust (mentoring young care leavers); No. 22 and Youth Talk Young People's Counselling and Advisory Services (providing school based and specialist support to young people) and Re:Charge Café supporting young mothers in education. Additionally there is targeted support to develop collaborate approaches to involving the wider community in areas of high deprivation, as well as intensive personal advisers, lead by and employed directly by the Council. Overall the equivalent of 5 FTE are provided through this contract, 3 of which are employed directly as personal advisers.

This intensive additional service should:

- Demonstrate that it adds value to the core service to meet the specific needs of RBWM
- Is able to remain flexible in approach and delivery methodology to meet the changing local or national needs
- Be responsive to meeting the needs of the most vulnerable young people, and can translate this imaginatively and creatively in preventing young people becoming or returning NEET.
- Work collaboratively with statutory, voluntary and community sector partners to deliver the outcomes identified in the CYP and achieve Youth Matters goals
- Implement effective case study and case and data management that meets the needs of the most vulnerable clients; CCIS and data sharing protocols.
- Comply and promote the five outcomes for Children and Young People, as highlighted within the Royal Borough's Children and Young People Policy:
  - **Be Healthy**
    1. Children and Young people are physically healthy
    2. Children and Young People are mentally and emotionally healthy

3. Children and Young people are sexually healthy
  4. Children and Young People live healthy lifestyles
  5. Children and Young People choose not to take illegal drugs
- **Stay Safe**
    1. Children and Young People are safe from maltreatment, neglect, violence and sexual exploitation
    2. Children and Young People are safe from accidental injury and death
    3. Children and Young People are safe from bullying and discrimination
    4. Children and Young People are safe from crime and anti-social behaviour in and out of school
    5. Children and Young People have security, stability and be cared for
  - **Enjoy and Achieve**
    1. Children and Young People are ready for school
    2. Children and Young People attend and enjoy school
    3. Children and Young People achieve stretching national educational standards at primary school
    4. Children and Young People achieve personal and social development and enjoy recreation
    5. Children and Young People achieve stretching national educational standards at secondary school
  - **Make Positive Contribution**
    1. Children and Young People engage in decision making and support the community and environment
    2. Children and Young People engage in law-abiding and positive behaviour in and out of school
    3. Children and Young People develop positive relationships and choose not to bully or discriminate
    4. Children and Young People develop self-confidence and successfully deal with significant life changes and challenges
    5. Children and Young People develop enterprising behaviour
  - **Achieve Economic well-being.**
    1. Children and Young People engage in further education, employment or training on leaving school
    2. Children and Young People are ready for employment
    3. Children and Young people live in decent homes and sustainable communities
    4. Children and Young People have access to transport and material goods
    5. Children and Young People live in households free from low income

RBWM are considering retaining this element of the work in-house and may not wish for this to be part of the consortium bid.

## **5.0 Specific Requirements Contract Specification Requirements for 2007-08 for Reading Borough Council**

Reading is a town of diverse communities both in terms of contrast of affluence and disadvantage and ethnic mix. It is located along the M4 corridor in close proximity to Heathrow airport and London. It covers approximately 40km<sup>2</sup> and contains a variety of landscapes from the dominant urban environment to wooded ridgelines, river valleys and flood plains. Currently 144,000 live within its boundary while around 200,000 people live in Reading's greater urban area. Its population is ethnically diverse with a thriving economy, approximately 13% Black and minority ethnic, with over 60 languages spoken in Reading schools. It has a high number of young adults (20 to 25) year olds.) Approximately 27,000 are under 16 year olds, (and 13 to 19 year olds number 12,344.)

Reading is a principal transport exchange with many major companies making their Headquarters here. It is also a major retail centre with a thriving economy. However, despite this economic growth and relatively low unemployment not all residents are able to benefit from the area's successes. There continues to be some significant areas of deprivation. 8 out of 93 super output areas (SOA) in Reading are in the 20% most deprived SOAs in England in the Index of Multiple Deprivation. 11 SOAs are in the 10% most deprived in terms of education, skills and training, of which 3 are in the 5% most deprived. 11 SOAs are in the 10 most deprived in terms of crime and disorder, 7 of which are in the 5% most deprived areas.

NEET is of significant concern for Reading with 437 NEET 16 to 18 years olds in June 2006 (11.2%), with 354 available for work. Of the 437, 144 young people experienced barriers to work. This is the highest figure across Berkshire. If we include 16 to 19 year olds the figure rises to 616.

Reducing this figure is a key priority in the Children and Young People's Plan. The Children and Young People's Strategic Partnership are supporting the development of a NEET Strategy. The Strategy prioritises the need to support young people who are NEET to move closer to the labour market and critically to prevent them from becoming NEET in the first place. Reducing NEET has been identified in our Local Area Agreement as a stretch target endorsed by the Local Strategic partnership.

### **5.1 Contract Requirements**

- The Intensive Personal Advisor Service (5 IPAS) is provided under contract with Connexions Berkshire by Reading Borough Council. This service provides intensive support to young people in school above and

beyond the core service. Reading Borough Council would like to continue to provide this service and this will therefore not form part of the specification of Connexions contract for Reading.

- Positive Activities for Young People is currently managed through Connexions Berkshire. Reading has considered bringing the management of this service in-house, however the Council recognises the excellent partnership work which has been developed in delivering PAYP by Connexions Berkshire, and would therefore be interested in including this in the specification to ascertain how contractors would envisage maintaining this success. 15% of the current grant is currently contracted to RBC to deliver PAYP and we would therefore not include this in the specification. Reading would expect PAYP keyworkers and programmes to fully integrate with locality youth support service teams to ensure a co-ordinated approach to delivering PAYP.
- The provider will need to ensure that the delivery of the Connexions Service is flexible and fully responds to the evolving structure of the Children & Young People's Strategic Partnership and the Borough's Directorate for Education and Children's Services including the development of the Reading 14-19 partnership, the new integrated youth service Integrated Locality Teams, Children's Centre's and Extended Schools.
- The provider will need to demonstrate clear additionality and its contribution in relation to priorities and targets as identified in the Reading Children's and Young People's Plan and through the Local Area Agreement, particularly in the following areas:
  - Ensure that Connexions are appropriately represented on all relevant local strategic groups and that business plans are fully compliant with existing strategies relating to Every Child Matters. Connexions Berkshire will be expected to inform local strategic development.
  - To reduce the numbers of NEET in Reading in line with the agreed Local Area Agreement stretch targets.
  - Increase the numbers of Teenage parents in EET to 42% with LA Stretch (35% without stretch) in 2007/8 working towards a target of 65% by 2009/10 in line with Reading's Local Area Agreement stretch target.
  - Increase the number of YOT clients who are EET to 80% by 2008 working towards a target of 90% by 2009.
  - Increase the number of Care Leavers age 19 who are EET to 63% by 2008.
  - Increase numbers of BME young people who are EET by 20% in 07/08 and increase by an agreed amount in subsequent years.
  - Establish a baseline for contributing to local CAMHS strategy
  - Ensure that Connexions Berkshire has appropriate targets in line with Reading's Participation Strategy.
- The provider will ensure young people can access Connexions staff in person, on 6 days per week in settings other than schools and colleges. These will include youth centre's, area local multi-agency

settings, outreach programmes, YOT/SOURCE buildings and young people's homes.

## **5.2 Contract Management**

A Management fee of 2.5% (based on the funding allocation for Reading in 2006/7) will be held to contribute to the contract and appropriate management support of the delivery of Connexions in Reading.

A further 1% will be allocated towards pan-Berkshire management on behalf of the 6 local authorities.

This arrangement will be reviewed as part of the annual assessment of the service.

The provider will be expected to evidence that services across Berkshire are targeted to areas of need and that annual business plans will be approved by local boards with the allocation of resource being established by the provider and agreed by the Berkshire Board.

## **6.0 Specific Requirements for Bracknell Forest Borough Council**

### **6.1 Overview of the Borough**

The Borough of Bracknell Forest is located in central Berkshire. It is a small authority, one of six unitary authorities in the former county of Berkshire and covers an area of 10,900 hectares. Secondary Education is provided in six 11-18 comprehensive schools, a special school and a pupil referral unit. There is also a College of Further Education located in Bracknell town centre.

Estimated population in 2004 was 110, 300 of which approximately 30% are aged 19 and under. Significant population growth is anticipated.

The population of Bracknell Forest is predominantly white, with an overall minority ethnic population of approximately 5%. The minority ethnic population in schools is showing a significant increase however: the January 2006 school census shows a minority ethnic school-aged population of 11.6%, more than double the 2001 level of 4%

Bracknell Forest has generally low levels of deprivation. In the Indices of Deprivation, 2004, Bracknell Forest was ranked at 319 out of 354 local authorities nationally, where 1 is the most deprived area and 354 the least. Despite this apparent affluence there are significant pockets of deprivation.

The percentage of young people who are NEET is of significant concern locally and reducing this is a key target in the Children and Young People's Strategic Plan.



## 6.2 Contract Requirements

In the delivery of the Core Requirements within Bracknell Forest, the following should be noted:

- Bracknell Forest Borough Council will contract for the Connexions Service on behalf of partner agencies
- The core service should be delivered through a flexible approach which responds to the nature of the authority. The service must be delivered at times and in settings that are accessible to young people
- There should be a close working relationship between the Connexions Service and the Local Authority to ensure appropriate shared access to clients records and maintenance of high quality I.T links between service users.
- We will require an annual review and assessment of the service to reflect the development of the Children and Young People's agenda and the service will be expected to be sufficiently flexible to respond to developments such as Extended Services around schools, integrated teams etc.
- We expect active contribution to strategic developments as far as they affect children and young people.

In particular we would want the service to respond to issues around the five outcomes for Children and Young people:

### ***Being Healthy.***

- Support access for young people to sexual health services in partnership with the East Berkshire PCT and BFBC Youth Service
- Active participation in the development of the BFBC Teenage Pregnancy Strategy, and joint contribution to the reduction of teenage pregnancies.
- Contribute to the development of the local CAMHS strategy.

### ***Being Safe.***

- All PA's to be trained in the operation and usage of the Common Assessment Framework.
- Information sharing protocols to be implemented and operational with all key partner agencies.
- Establish an appropriate role for Connexions on the Local Safeguarding Children's Board.

### ***Enjoy & Achieve.***

- Develop and maintain agreements with schools, the college and the Pupil Referral Unit on an annual basis.

- Ensure full integration with schools / college pastoral and other support systems.
- All PA's are aware of appropriate 14 -19 programmes for young people.
- Establish a system to differentiate those young people / pupils most at risk, and which provides support according to individual need.

***Make a positive contribution.***

- Connexions to be an active participant of the Engaging Young People Group Working Group.
- Youth Participation worker to actively promote and support the activities of the Youth Opportunity & Youth Capital fund.
- Improve outcomes for clients supported through the YOT with levels of support negotiated annually.
- Establish the numbers of vulnerable young people such as those Looked After, achieving at least 1 accredited outcome by the age of 16, and in partnership with other agencies, agree a contribution to increasing the numbers of those young people achieving an accredited outcome.

***Achieve economic well being.***

- Reduce the number of young people aged 16-19 who are NEET for more than six months after leaving statutory education in Bracknell Forest in line with Local Authority targets.
- Maintain a weekly updated data base of job vacancies for young people from local employers.
- Increase the numbers of young people with LD&D entering EET  
Increase numbers of Care Leavers entering EET in line with locally agreed targets
- Increase the numbers of YOT clients entering EET in line with locally agreed targets
- Increase the number of Teenage parents entering EET in line with locally agreed targets

### **6.3 Specific Requirements for Bracknell Forest**

The intensive personal adviser service was formally provided under contract by a local voluntary organisation, Mind and the Bracknell Forest Youth Service. Since 1 January 2006, the service has been directly provided by Berkshire Connexions. Currently 4.5FTE personal advisers are provided through this arrangement.

Bracknell Forest would like this service to continue. Locally there is agreement to maximise the numbers of skilled professionals working with young people who are at risk of, or are already disengaged from education pre 16 or are NEET post 16. The current arrangement provides this type of intensive support to young people over and above that provided through the core service.

This additional service should:

- Demonstrate clear additionality
- Be flexible in light of changing local circumstances
- Be responsive to the needs of vulnerable young people
- Form effective partnerships with local services such as the Youth Service and associated projects, the YOT, the Pupil Referral Service, the After-Care Team and local schools amongst others to ensure that opportunities for joint working are maximised.
- Significantly contribute to the prevention of young people becoming NEET post 16 and working with those who are isolated and potentially disengaged from mainstream activities and opportunities.
- Inform local strategic development

#### **6.4 Contract management**

Management fee of 2.5% (based on the total Connexions 2006 -2007 funding allocation for Bracknell Forest) will be held to contribute to the contract management necessary to support the delivery of Connexions in Wokingham District Council. A further 1% will be allocated towards Berkshire management on behalf of the 6 authorities

This arrangement will be reviewed as part of the annual evaluation of the service.

#### **7.0 Specific Requirements for Wokingham District Council**

##### **7.1 Overview of District**

###### **Key Facts and Figures**

Rising population of over 152,000  
 Rising minority ethnic population (6% in 2001)  
 11% retired and ageing population  
 70% population in work, 1.6% unemployed – one of the lowest UK levels  
 3<sup>rd</sup> least deprived local authority area in England and Wales  
 Pockets of relative deprivation in Bulmershe Park, Norreys, Rainbow Park and South Lake Crescent

1 Early Excellence Centre  
 71 Private, voluntary and independent Early Years Providers  
 374 Childminders  
 25,000 pupils in Wokingham maintained schools  
 53 maintained infant, junior and primary, 9 secondary and 2 special schools  
 12 Independent schools  
 30 After School Clubs

Wokingham District is a place where most children and young people thrive, succeed and enjoy their childhood. The district is proud of being renowned for the high levels of educational attainment of its pupils. Early Years education is provided through 14 nursery classes; the Ambleside Centre and private, voluntary and independent providers. 53

Primary, 9 Secondary and 2 Special Schools are maintained by the Local Authority and have a pupil population of 25,000. In addition, 12 private schools lie within the District. A significant number of children and young people resident in Wokingham District do not attend Wokingham District maintained schools. An even greater number attend Wokingham District Schools but are not resident in the district. This gives rise to many cross-boundary issues regarding meeting children's needs.

Wokingham district lies at the centre of a thriving regional economy, characterised by modern businesses providing excellent employment opportunities for a skilled and articulate population. Rates of growth in the South East remain above national averages and employment continues to shift towards high skill professional, technical and knowledge based jobs. An increasing proportion of jobs in the district, and for the district's residents, require skills at Level 3 and above, both vocational and generic skills including management/ leadership and ICT.

The 2001 census indicated that the district has a population of over 152,000 people, an increase of about 6,000 (4%) since 1991. The population is younger than both the Berkshire and national averages. However, it is ageing (with 11% retired) so the district will have more older residents in the next ten years. The minority ethnic population has grown from about 2% to 6% over the same period and increasing numbers of children and young people arrive in the district with English as an Additional Language. The rising population is placing pressure on housing and "affordable" housing in particular is in short supply. Family units are getting smaller with an increasing number of single and two person households and evidence to suggest that couples are deciding to have children later in life than previously.

The district is, on average, prosperous: 70% of the population is in work with only 1.6% unemployed – one of the lowest levels in the country. The Office of the Deputy Prime Minister ranks the district as the third least deprived local authority area in England and Wales (Indices of Multiple Deprivation 2004) However, this does not mean that everyone enjoys a high standard of living and there are pockets of relative social deprivation where children and young people live in relatively deprived circumstances and have less opportunity to reach their potential.

## **7.2 Wokingham's Spectrum of Action as identified in the Children and Young People's Plan 2006 – 2009**

### **Universal Action**

#### *Entitlement Services provided to all children*

The majority of children are able to develop though childhood and adolescence with the love and support of a caring family and the effective universal services that are provided for all children – such as

early years education, schooling, general practitioner, health visitor, youth and Connexions services.

34,728 young people under 18 (approx 23% of population of whom 89% are white British)  
9,130 under 5s  
10,027 are 5-9 years old  
10,368 are 10-14 year olds  
5,770 are 15-17 year olds

March 2006

### **Early Action**

*Children who could be vulnerable because of their circumstances*

For a smaller group of vulnerable children and young people, some additional support is needed – perhaps because they live in a relatively disadvantaged area or, for example, are local teenagers involved in risky behaviours such as drug and alcohol misuse.

1,731 children on the Special Educational Needs (SEN) register at the School Action level

811 children on the SEN register at the School Action Plus level

65 teenage parents (60% of teenage pregnancies end in termination)

100 low birth weight babies (under 2500g of 1658 births)

823 children not immunised (MMR2) at 5<sup>th</sup> birthday

220 Traveller Children

164 young people not in Education, Employment or Training

133 young people received a reprimand/final warning (April 2005-March 2006)

76 young people received court imposed sentences (April 2005-March 2006)

### **Specialist Action**

*Children with complex needs or concerns*

An even smaller group of children are described as being in need, perhaps because of a physical or sensory impairment, serious behavioural difficulties or because their parents fail to afford their children proper care and attention – these children and young people are likely to need specialist support from health care professionals and social workers.

1017 children with statements of SEN of whom 783 are Wokingham resident children;

3.4% of school population

895 Fixed term exclusions,

40 permanent exclusions from school

208 disabled children

36 children on the Child Protection Register

500 children identified as 'in need'

7 children in receipt of CAMH Services

### **Intensive Action**

*Children with acute or very complex health, education or social needs*

The smallest group of children and young people, are the ones who need intensive help and support – they may be ‘looked after’ by the local authority, need urgent help in a mental health crisis or be persistent offenders at risk of a custodial sentence.

The model is useful but not static and we have to recognise that children’s needs can and do change over time. The aim must always be to prevent wherever possible the escalation of difficulties.

258 children in maintained special schools 56 children in independent special schools 2 young people in secure units 65 Looked After Children 11 children in residential children’s homes 5 children in continuing care health placements
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### **7.3 Contract Requirements**

Tenderers are required to address through their bid, how they intend to support the Development Strategies in the Children and Young People’s Plan (CYPP) through core and intensive services.

The CYPP can be found at

<http://www.wokingham.gov.uk/grapevine/corporate-structure/childrens-services/cypp-plan>

In addition we wish to have provided additional intensive support to young people over and above that provided through the core contract service in order to meet Wokingham’s specific requirements of:

1. The provision of effective transitional services for those aged 19 and above based on identified individual needs.
2. The provision of effective, timely intensive support for those aged 14 and above identified through the CAF which is the key process for the early intervention strategy managed within multi disciplinary teams allocated to 7 neighbourhoods organised into 3 geographical areas.

(For information we are currently commissioned to provide the intensive personal adviser service and have in post 4.5 FTE who are managed through the EWO service, the drugs and substance misuse coordinator and Central Berkshire Education Partnership)

#### **7.4 Contract Management**

Management fee of 2.5% (based on the total Connexions 2006 -2007 funding allocation for Wokingham) will be held to contribute to the contract management necessary to support the delivery of Connexions in Wokingham District Council. A further 1% will be allocated towards Berkshire management on behalf of the 6 authorities

This arrangement will be reviewed as part of the annual evaluation of the service.

#### **8.0 Specific Requirements for 2007 – 2008 for Slough Borough Council**

##### **8.1 Context**

Slough is home to c33,000 children and young people, more than one quarter of its population. These children come from a hugely diverse range of ethnic, cultural and religious backgrounds. Over 50 different languages are spoken as a first-language by children in our schools; we have the highest percentage of Muslim and Hindu residents in the south east and the highest percentage of Sikh residents in the country. There are established minority ethnic communities, plus high levels of new immigrants and asylum seekers from over 70 different countries, with one-third of the population born outside the U.K. and one-fifth born outside the E.U. There are significant pockets of disadvantage and many vulnerable children, with high levels of asylum seekers, unaccompanied minors, transient families, low-income households, Looked After Children (LAC), and children with Learning Difficulties and Disabilities (LDD).

There are 11 secondary schools in Slough, including 4 Grammar schools and seven non-selective schools. All secondary schools are involved in Federations, some to provide post 16 education, and there are also some non-selective schools with 6<sup>th</sup> forms. East Berkshire College is a major provider of further education at its Langley site. In addition, Arbour Vale School is a special school for 3 – 19 year olds, and Haybrook College offers specialist secondary SEBD provision and alternative education (PRU) provision. One non-selective school will close in September 2008 and the Langley Academy will be established on the same site.

A Children's Trust was established on April 1<sup>st</sup> 2006, and its Board and Local Safeguarding Children's Board meet regularly. The Connexions Service will report to the Children's Trust via locally determined line management.

##### **8.2 Slough Borough Council Contract Summary:**

- The Connexions Core Service will be delivered through a flexible approach which reflects the needs of young people in the town. The service is to be delivered in a variety of settings, including the High

Street Connexions Centre, and delivery should be at times and places to suit young people.

- The service will be marketed to young people and their parents to ensure that they understand the 'menu' of services available from Connexions, and are able to make informed choices about accessing those services.
- The Connexions Intensive PA Service is currently managed by the Connexions provider, and Slough wishes to continue this arrangement. In addition, specialist PA time is required at YOT, Slough Young People's Centre and the Drug Action Team.
- The Connexions provider will contribute to achieving the outcomes identified in the Children and Young People's Plan 2006 – 2008. It is expected that the Connexions provider will work closely with the Local Authority and all other Partners with regard to meeting local targets in relation to vulnerable groups and NEET, as well as ensuring effective data sharing protocols as part of the Information Sharing Index. Relevant data will be provided to schools and College to meet their needs.
- Slough Borough Council will contract for Connexions services on behalf of Slough's Children's Trust.
- An annual service level agreement will be negotiated regarding PA time allocation and all other Connexions services, including school based activities and participation in Extended Schools activities. This will be subject to annual review and renegotiation.
- Contract management details will be negotiated locally.
- The delivery of Connexions Services will need to be flexible in order to meet the changing demands of the Children's Trust. Connexions PAs will be part of Education and Children's Services MALTs (Multi-Agency Locality Teams).
- Connexions will be an active partner in developing improved services for children and young people in Slough, including use of CAF and acting as Lead Professional as appropriate. The breadth of work with Partner organisations including YOT, HYPE, Prince's Trust, CAMHS, MIND and the Youth Service should be maintained and extended, in response to local need.

### **8.3 Contract detail:**

We expect active contribution to strategic developments as far as they affect children and young people. In particular we want the Connexions service to respond to issues around the five Every Child Matters outcomes for children and young people:



### ***Being Healthy***

- Support access for young people to sexual health services in Partnership with the Berkshire East PCT and NHS, including a 'Health drop-in' facility at the High Street Connexions Centre,
- Active Partnership with the 'Healthy Schools Team', specifically in relation to teenage parents and substance misuse.
- Contribute to the development of the local CAMHS strategy.

### ***Staying Safe***

- All PAs to be trained in the operation and usage of the Common Assessment Framework and the role of the Lead Professional.
- Information sharing protocols to be implemented and operational with all key Partner agencies, in conjunction with the Information Sharing Index.
- Connexions staff to train alongside Partner agencies to ensure consistency of information to young people regarding issues such as personal safety and substance misuse.

### ***Enjoying and Achieving***

- The provider will make available sufficient publicity for Connexions services in schools, youth centres, Libraries and other venues frequented by young people and their parents, to ensure that information about impartial IAG is widely available.
- The provider will collaborate closely with schools and College to ensure full integration with academic, pastoral and other support systems.
- Detailed information will be provided on post 16 opportunities and support post 16, particularly for young people moving from 11-16 schools to College and new schools.
- Specific work will take place with Y9 to offer impartial IAG, particularly regarding specialised diplomas.
- Specific input will be available for all pupils identified with SEN in schools, special schools and College.
- Transition reviews to take place, particularly targeted at young people at risk of becoming NEET

### ***Make a Positive Contribution***

- All school and college student councils to be supported by a Connexions Participation worker as appropriate, to ensure that the views of young people contribute to the development of services.
- The provider will work closely with the LA Participation team to encourage and support young people as members of groups such as Youth Councils, Youth Cabinet and 13+ 'shadow' Board of the Children's Trust.
- Positive Activities for Young People are to be managed by the Connexions provider.

- A specialist PA will work with YOT to support clients in accessing EET, and thus improve outcomes for this specific group.
- The provider will work with Partners to ensure that the specific needs of all vulnerable young people are met.

***Achieve Economic Well-Being***

- Work with Partners to increase the percentage of CYP, particularly those from vulnerable groups, who are in education, employment or training to 89.5% by November 2007.
- Work with Partners to decrease the percentage of young people, particularly those from vulnerable groups, who are NEET to 5.2% by November 2008.
- Develop, maintain and distribute a weekly updated database of job opportunities for young people from local employers.
- Provide local data for schools, including employment trends and enterprise opportunities, to support work related learning, options choices and enterprise education.

**8.4 Contract Management**

A Management fee of 2.5% (based on the funding allocation for Slough in 2006/7) will be held to contribute to the contract and appropriate management support of the delivery of Connexions in Slough. A further 1% will be allocated towards pan-Berkshire management on behalf of the 6 local authorities. This arrangement will be reviewed as part of the annual assessment of the service.

The provider will be expected to evidence that services across Berkshire are targeted to areas of need and annual business plans will be approved by local boards, with the allocation of resource being established by the provider and agreed by the Berkshire Board.

**SECTION III**  
**ADMINISTRATION**

## SECTION III

### ADMINISTRATION

#### 1.0 Organisation

#### 1.1 The Berkshire Authorities nominated Representative shall be:

<b>Name</b>	<b>Position</b>
Baldish Dhanda	Corporate Procurement Manager Tel: <b>01753 47 7232</b> Fax: <b>01753 875183</b> Email: <b>baldish.dhanda@slough.gov.uk</b>

Responsible for all matters relating to operational issues and working practices and relating to ITT administration and Contract formulation.

#### 2.0 Communication

2.1 All communication for the ITT process should be **in writing** and be in the form of fax, letter or e-mail addressed ([baldish.dhanda@slough.gov.uk](mailto:baldish.dhanda@slough.gov.uk)) to Baldish Dhanda in the first instance.

All correspondence should quote reference number **PUR/06/01/06**

**ANNEX A**

**PRICING SCHEDULE**

**REFER TO SEPARATE EXCEL SHEET.**

## **ANNEX B**

# **INDIVIDUAL BERKSHIRE AUTHORITIES NEET FIGURES**

**ANNEX B**  
**INDIVIDUAL BERKSHIRE AUTHORITIES NEET FIGURES**

**NEET Targets for six Local Authorities in Berkshire**

The overall target for Connexions Berkshire is 5.2% of 16 - 18 cohort by November 2006.

We have no specific GOSE targets for individual Local Authorities for November 2006. In order to achieve the overall Berkshire target we have set aspirational targets for each Local Authority Area. We have included GOSE PSA targets for 2010.

<b>Local Authority</b>	<b>Connexions Berkshire targets for each LA</b>	<b>GOSE PSA targets for 2010</b>
Bracknell	5.1%	4.9%
Reading	11.3%	5.75%
RBWM	3.3%	3.3%
Slough	6.5%	4.4%
West Berkshire	3.7%	3.5%
Wokingham	4.5%	4.1%

## **ANNEX C**

**INDICATIVE TERMS OF CONTRACT**  
**See separate word document.**



**ANNEX D**

**NON-COLLUSIVE TENDERING  
CERTIFICATE**

**ANNEX D:  
NON-COLLUSIVE  
TENDERING CERTIFICATE**

In recognition of the principle that the essence of selective tendering is that the Council shall receive bona fide competitive tenders from all those tendering:

**WE (the supplier) CERTIFY THAT:**

1. The tender submitted herewith is a bona fide tender intended to be competitive.
2. We have not fixed or adjusted the amount of the tender under or in accordance with any agreement or arrangement with any other person.
3. We have not done, and we undertake that we will not do, at any time any of the following acts:-
  - a) communicated to a person other than the person calling for this tender the amount or approximate amount of the proposed tender (except where the disclosure, in confidence, of the approximate amount of the tender was essential to obtain insurance premium quotations required for the preparation of the Tender);
  - b) entered into any agreement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted; and
  - c) offered or paid or given or agreed to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender any act or thing of the sort described above.

In this certificate:-

1. "Person" shall include any individual or any company or association corporate or incorporate.
2. "Any agreement or arrangement" shall include any transaction of the sort described above, formal or informal and whether legally binding or not.

**Dated**.....

**Signed (as in tenders)**.....

**Duly authorised to sign for and on behalf of**.....

**ANNEX E**  
**TENDER FORM**

## ANNEX E : TENDER FORM

<b>Contract Title</b>	
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To:- Slough Borough Council

I / We the undersigned, having examined the Conditions of Contract and Specification, hereby submit my/our fixed Price Tender (Exclusive of Value Added Tax) and undertake to execute and complete the service, the whole of the service described in the foregoing Specification and Schedules, in accordance with the Pricing Schedule.

I/We also hereby declare that it is a condition of this tender that my / our fixed price tender shall remain open for acceptance for a period of 90 days from the date of tendering.

I / We declare that the work will be carried out by directly employed labour.

I / We also hereby declare that I / We have not communicated, and will not at any time communicate, to any person other than Slough Borough Council the amount of our tender; and further that I / We have not adjusted, and will not at any time adjust, these amounts in accordance with any agreement or arrangement between myself / ourselves and any person other than the said Slough Borough Council.

<b>Signed</b>	
<b>Contractor</b>	
<b>Address</b>	
<b>Position in Company</b>	
<b>Company Description</b>	
<b>Registered Office</b>	
<b>Tel No.</b>	
<b>Postal Address</b>	
<b>Date</b>	

<b>Witness</b>	
<b>Address</b>	
<b>Tel No.</b>	
<b>Date</b>	

## **ANNEX F**

# **GUIDANCE TO TENDERERS ON FREEDOM OF INFORMATION ACT 2000: ACCESS TO INFORMATION ABOUT OR ARISING UNDER CONTRACTS**

## **ANNEX F: GUIDANCE TO TENDERERS ON FREEDOM OF INFORMATION ACT 2000: ACCESS TO INFORMATION ABOUT OR ARISING UNDER CONTRACTS**

### **1 Introduction**

- 1.1 All information relating to any tender made to the Council or any contract to which the Council is party, including information arising under the contract or about its performance, will be covered by the Freedom of Information Act 2000 (the Act) from January 2005. The Council will be under a legal obligation to disclose such information if requested unless it considers that an exemption applies e.g. to cost information. The legal obligation to respond to a request for information falls on the Council. The Council must determine whether an exemption applies to information and whether the request should be refused. The Council may also be subject to disclosure obligations under other legislation or codes of practice. This Guidance sets out the approach of the Council to the disclosure of information about contracts.

### **2. General rules on disclosure**

- 2.1 The Council has determined that, in the absence of special circumstances:-
- The Invitation to Tender (ITT) will always be available under the Act to those who enquire.
  - Responses to tenders (apart from price information – see below) will be held in confidence at least until award of the contract.
  - Detailed tender prices will be held in confidence until 7 years after expiry or completion of the contract awarded as reserved information (see below)
- 2.2 Tenderers must therefore inform the Council, on the attached Schedule of Reserved Information, of such other information which it regards as being commercially exempt from disclosure by the Council under the Act. The reasons for all such exemptions must be fully justified against the relevant section of the Act. The Council will then decide whether this reserved information will be treated as exempt and will notify the contractor of its decision in this regard

### **3. Reserved Information**

- 3.1 The Act specifies a number of different grounds for exemption. Most of these are not considered to be relevant to a tendering process or

subsequent award of contract. Those which are most likely to be relevant are:-

- The information constitutes a trade secret (section 43(1))
- Disclosure would prejudice the commercial interest of any person (including the Council) (section 43(2))
- Disclosure would constitute an actionable breach of confidence (section 41(1))
- Personal data or information relating to the private life of any individual which is appropriate for protection (section 40)

3.2 If the Council agrees that information nominated by the successful Tenderer may be legitimately classified as “reserved”, the Schedule of Reserved Information will form an integral part of the contract. The Schedule will list the class or category of information or the information itself and specify which exemptions under the Act apply to each specified class category or specific information. The schedule shall indicate when it is likely that the information can be made available under the Act or if the information is unlikely ever to be made so available. Where such information is exempt under the rules governing commercial matters, (section 43(2)), then unless special circumstances apply, it will not be withheld under the Act for more than three years after completion/expiry of the contract.

3.3 Information relating to the overall, performance or completion of the contract, contract records and administration will not generally be accepted as reserved information but business plans, detailed accounts and financial records and price will be exempt. The Council may however withhold access to such information under the Act in appropriate cases. The decision whether to withhold information shall be for the Council alone to determine. It shall have no obligation to consult the contractor.

3.4 The Council will automatically make information available under the Act from 3 years after completion/expiry of the contract, in the absence of specific agreement to the contrary. In the event that the Council receives a request for such information before the expiry of the 3 year period which it considers it may be appropriate to provide it will, wherever possible, notify the Tenderer and take into consideration any representations made by the Tenderer within 7 days of receipt of the notice by the Tenderer.

#### **4. Handling requests for information and notice to those affected**

4.1 Other than as set out above the Council shall have no obligation to consult the contractor where any request for information, whether under the Act or otherwise, touches or concerns the contract.

**5. Information about the provision of the service which is the subject of the contract which arises in the course of performance of the contract**

- 5.1 The Council will have obligations to respond to the Act and other requests for information and the contract will include appropriate terms requiring the contractor to supply such information as requested by the Council.

Any enquiries about this policy and its application should be addressed to the *Assistant Director, Legal Services Slough Borough Council Town Hall Bath Road Slough SL1 3UQ.*



**SCHEDULE OF RESERVED INFORMATION: FREEDOM OF INFORMATION ACT 2000**

<b>Reserved Information</b>	<b>When available for disclosure</b>	<b>Relevant Section of Act</b>	<b>Reason</b>
Tender responses (excl price information)	After award of contract	Section 43(2)	Commercial confidentiality
Generic tender price information	After award of contract	Section 43(2)	
Detailed tender prices	7 years after expiry or completion of the contract awarded	Section 43(2)	Commercial confidentiality

**Signed**.....

**Name** .....

**Company** .....

**Date**.....

## ***Freedom of Information Act 2000 Information for Suppliers and Contractors***

This note is intended for Suppliers and Contractors dealing with public sector purchasers. It explains how FOIA applies to the authority and how the authority will approach the handling and disclosure of information relating to Suppliers and Contractors from 1<sup>st</sup> January 2005.

### **Q1. What is the Freedom of Information Act?**

The Freedom of Information Act 2000 (FOIA) comes into force on 1<sup>st</sup> January 2005 and will change the way that Slough Borough Council approaches the handling and disclosure of all recorded information about its Suppliers and Contractors. The FOIA aims to create a greater culture of openness, accountability and transparency in public life by creating an unprecedented ***right of access*** to the information held by public authorities.

### **Q2. Which public authorities are covered by FOIA?**

The FOIA applies to public authorities listed in Schedule 1 of the Act, (includes for e.g. local authorities, NHS, schools, colleges, universities, fire, police and government bodies), and companies which are either wholly owned by the Crown or by any public authority listed in Schedule 1. This amounts to approximately 130,000 public authorities throughout the UK.

### **Q3. What is a FOIA Right of Access?**

The FOIA gives everyone the right of access to all recorded information held by, or on behalf, of Slough Borough Council, (such as the Contractor) unless one of the exemptions set out in the Act applies, (see below). The request for information can originate from anywhere in the world, and can be made by any individual, company, journalist or community group. The request must be in writing or another "recordable" format (e-mail would be acceptable); provide a name, address for correspondence and specify the information required.

### **Q4. What Kind/ types of information are covered by FOIA?**

The FOIA is fully retrospective, which means that it covers all information already held in a recordable format by Slough Borough Council, irrespective of how old it is. FOIA therefore covers information contained in a hard copy (letters, paper files), electronic files

(including e-mail), video and audio formats (including CCTV), as well as any information created after 1st January 2005, subject to certain exemptions, (see below).

**Q5. How will Public Authorities respond to a FOIA request?**

Slough Borough Council is under a statutory duty to initially confirm or deny that it holds the information and then communicate the information within 20 working days of receipt unless one of the exemption applies, (period starts from day after the request is received). As this is a statutory obligation, Slough Borough Council will not be able to transfer, delegate or contract out of its duties under FOIA to a third party.

**Q6. If I provide information relating to our Supplies or Services to the authority as part of our tender submission, will this information be disclosed under the Freedom of Information Act?**

All information held by Slough Borough Council is within the scope of FOIA and must be disclosed on request unless Slough Borough Council determines that an exemption applies. For example, Slough Borough Council would be under a duty disclose information about a contract with a grounds maintenance company, unless that information was covered by an exemption.

**Q7. Do Suppliers and Contractors have to comply with FOIA?**

If Slough Borough Council gets a Right of Access request that includes information held by a Supplier or Contractor on behalf of Slough Borough Council, the Supplier or Contractor concerned shall have to comply with the Act and supply that information to Slough Borough Council for it to be able to communicate a response. The Supplier/ Contractor will be expected to supply that information in good time to ensure that Slough Borough Council does not breach the Act. The Supplier/ Contractor will be receiving further information on this from Slough Borough Council shortly. Supplier/ Contractor who think they will be affected by the FOIA as they hold information on behalf of Slough Borough Council should contact their principal contact at Slough Borough Council as soon as reasonably practicable to ensure that they get the appropriate training and support.

**Q8. What if a FOIA Right of Access goes directly to Suppliers/ Contractors?**

This needs to be directed to your main contact at Slough Borough Council, who shall deal with the request (if applicable) under its Freedom of Information policy. Suppliers and Contractors should not deal with FOIA requests themselves, even if it may relate to information it holds on behalf of Slough Borough Council or vice versa.

**Q9. Are there any exemptions that allow public authorities to refuse to disclose information?**

The FOIA exempts certain types of information from the Right of Access. There are two types of exemptions: **Absolute Exemption**, (such as information that is reasonably obtainable elsewhere, (i.e. in a publication scheme), information provided in confidence and where release of the information would amount to contempt of court). Where information falls within the terms of an **Absolute Exemption**, Slough Borough Council may refuse to disclose the information and, in some circumstances, can also refuse to confirm or deny whether the information exists. Secondly, **Qualified Exemptions**, (such as information intended for future publication, (i.e. there are plans to publish the information in the future, and it is reasonable, at the time of the request, not to disclose it immediately) and information relevant to criminal investigations and criminal/civil proceedings. Note that **Qualified Exemptions** will only apply in circumstances where the authority can prove that there would be a real and significant damage (prejudice) to the authority or to other people if the information were made public ("Public Interest Test").

**Q10. What is the Public Interest Test?**

Important to note that, public interest does not mean what is of interest to the public but rather, what is in the interest of the public, which will evolve with time and changing circumstances. Slough Borough Council must consider whether, in all the circumstances of the case, the public interest in withholding the information is outweighed by the public interest in disclosing the exemption. If the two are evenly balanced, the presumption will be in favor of disclosure.

**Q11. Will Suppliers/ Contractors be consulted before their information is disclosed?**

It is Slough Borough Council decision whether or not to disclose contractual information, but it will consult to take the views of Suppliers/ Contractors into account when making a decision under FOIA. Slough Borough Council strongly recommends that if a Supplier/ Contractor considers information would be exempt under FOIA, it identifies for Slough Borough Council the exact nature and location of this information in their tender.

**Q12. What if we include/ have a confidentiality clause in the contract to prevent disclosure?**

The confidentiality obligations in contracts will be subject to Slough Borough Council statutory obligations under FOIA. There will have to be genuine commercial and/or legal reason as to why information should be treated as confidential. Information provided in confidence will only be exempt if disclosure of that information would give rise to an actionable breach of confidence. This is a narrow and specific legal exemption, which applies in very limited circumstances defined by the courts through complex case law and you should therefore not assume this exemption shall apply just because information is confidential and it is an Absolute Exemption.

**Q13. What information is therefore likely to be disclosed/ not disclosed?**

Most likely exemptions applying to information supplied or held by Suppliers/ Contractors include the Confidentiality exemption (see above), or where information constitutes a trade secret or if disclosure would prejudice the commercial interest of any person, including the authority.

**Information likely to be disclosed under FOIA:** Standard contractual terms, Slough Borough Council general procurement/ commercial activities, nature of the supplies, service or works which is the subject of the contract including appropriate parts of any Invitation to Tender, overall contract price on particular supplies, services or works, performance standards in a particular contract and completion or administration of a particular contract.

**Information likely to be refused under FOIA:** All subject to one of the exemptions applying and where there is also no overriding public interest in releasing information. Trade secrets (i.e. secret formula or recipe, sensitive commercial interests which would prejudice either Slough Borough Council or Suppliers/ Contractors, (i.e. unit prices of goods, or information that could identify profit margins), personal privacy – disclosure of information would breach the Data Protection Act 1998 (i.e. CV's of Suppliers personnel) and information given in confidence and disclosing would constitute an actionable breach of confidence (i.e. technical business information).

**For further information, please contact Narinder Kanth, Corporate Policy Officer, 01753 875658**

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## **ANNEX G**

**CONNEXION TUPE AND LEASE  
DETAILS OF CONNEXIONS BUILDING  
AND CONTRACTS REGISTER  
SEE SEPARATE EXCEL SHEETS**

PROPERTY	LEASE / TENANCY	CURRENT POSITION
Bracknell Connexions Centre 24 High Street Bracknell Berkshire RG12 1LL	<b>Underlease</b> <b>Start Date:</b> 13 <sup>th</sup> October 2004 <b>Term:</b> 3 years until 13 <sup>th</sup> October 2007. <b>Breaks:</b> Upon service of three months prior written notice, each party shall have the right to determine the lease after 2 years. <b>Rent:</b> £32,000.00 <b>Rent Review:</b> 28 <sup>th</sup> November 2006 <b>Rates:</b> n/a <b>Service Charges:</b> n/a <b>L'lord Agent:</b> Prospect Estate Agency	Shop front / retail unit
Coopers Hill Youth and Community Centre Rooms 3,4 and 6 Crowthorne Road North Bracknell Berkshire RG12 7QS	<b>Lease</b> <b>Start Date:</b> 7 <sup>th</sup> December 2005 <b>Term:</b> 5 years – Feb 2010 <b>Breaks:</b> 6 months prior notice <b>Rent:</b> £11,500per annum <b>Rates:</b> n/a <b>Service Charges:</b> n/a <b>L'lord Agent:</b> Bracknell Forest Borough Council,	Back office – two rooms - one room on the ground floor (room 4) and one room on the 1 <sup>st</sup> floor (room 6). Room 3 is a storage room.
Newbury Connexions Centre The Point Park Way Street Newbury Berkshire RG14 1EE	<b>Lease</b> <b>Start Date:</b> 19 <sup>th</sup> October 2005 <b>Term:</b> 3 years – 19 October 2008 <b>Breaks:</b> April 2007, October 2007 and April 2008 – 6 months notice <b>Rent:</b> £21,180.00 <b>Rates:</b> £11,605.00 <b>Service Charges:</b> n/a <b>Parking Spaces:</b> 8 car parking spaces <b>L'lord Agent:</b> Quintons	Office block that we use as our shop front and back office
Avon Bank House 2 <sup>nd</sup> Floor West Street Newbury Berkshire RG14 1BZ	<b>Lease</b> <b>Start Date:</b> October 2004 <b>Term:</b> 2009 <b>Breaks:</b> n/a <b>Rent:</b> n/a <b>Rates:</b> n/a <b>Service Charges:</b> n/a <b>L'lord Agent:</b> West Berkshire District Council <b>Square Footage:</b> 163.97 sq m (1,765 sq ft)	We have use of two desk at the council building. Flexible agreement
Pacific House	<b>Lease</b>	Office

Imperial Way Reading Berkshire RG2 0TF	<b>Start Date:</b> 6 <sup>th</sup> October 2004 <b>Term:</b> 24 <sup>th</sup> March 2010 <b>Breaks:</b> Tenant may terminate the Term at the end of the third year by giving not less than 9 calendar months notice in writing <b>Rent:</b> £89,313.00 <b>Rates:</b> £32,705.00 <b>Service Charges:</b> £35,168.00 <b>L'lord Agent:</b> Jones Lang LaSalle <b>Square Footage:</b> 4352 sq ft	space
Reading Connexions Centre 136/7 Friar Street Reading Berkshire RG1 1EX	<b>Lease</b> <b>Start Date:</b> 29 <sup>th</sup> October 2004 <b>Term:</b> 2 <sup>nd</sup> April 2016 <b>Breaks:</b> 2 April 2011 having given the landlord 6 months prior written notice and subject to the rents being paid up to date. <b>Rent:</b> £48,000.00 <b>Rates:</b> £13,877.65 <b>Service Charges:</b> No service charge <b>L'lord Agent:</b> Revelan Estates Limited	Shop front / retail unit
49 St Peters Road Reading Berkshire RG6 1NT	<b>Lease</b> <b>Start Date:</b> 2 <sup>nd</sup> August 2004 <b>Term:</b> 31 <sup>st</sup> March 2008 <b>Breaks:</b> n/a <b>Rent:</b> £9750.00 <b>Rates:</b> n/a <b>Service Charges:</b> n/a <b>L'lord Agent:</b>	Back office – Lease still with Solicitors
Watlington House 44 Watlington Street Reading Berkshire RG1 4RJ	<b>Lease</b> <b>Start Date:</b> 19 <sup>th</sup> May 2005 <b>Term:</b> Minimum of 12 months then a rolling 3 Month agreement <b>Breaks:</b> Every 3 month <b>Rent:</b> £10,155.20 Per annum inclusive of VAT <b>Rates:</b> None <b>Service Charges:</b> None <b>L'lord Agent:</b> Mr K Major	Back office
Slough Connexions Centre 46 – 48 High Street Slough Berkshire SL1 1EL	<b>Lease</b> <b>Start Date:</b> 6 <sup>th</sup> January 2005 <b>Term:</b> 15 Years £30 <sup>th</sup> June 2013) <b>Breaks:</b> 24 June 2010 <b>Rent:</b> £34,250.00 exclusive of VAT <b>Rates:</b> £10,067.25 <b>Service Charges</b> <b>In Dispute</b> <b>L'lord Agent:</b> Vail Williams	Shop front / retail unit
GlaxoSmithKline Horlicks Factory 11 Stoke Poges Lane	<b>Lease</b> <b>Start Date:</b> 1 <sup>st</sup> October 2004 <b>Term:</b> n/a	Back office



Slough Berkshire SL1 3NW 01753 537 268	<b>Breaks:</b> 3 months notice <b>Rent:</b> £10,000.00 per annum plus VAT <b>Rates:</b> None <b>Service Charges:</b> None <b>L'lord Agent:</b> Glaxo SmithKlin	
The Haymill Centre 112 Burnham Lane Slough Berkshrie SL1 6L2	<b>Lease</b> <b>Start Date:</b> Shared office space from Aug 2005 <b>Term:</b> n/a <b>Breaks:</b> n/a <b>Rent:</b> £1,281.71 <b>Rates:</b> n/a <b>Service Charges:</b> £427.24. <b>L'lord Agent:</b> Slough Borough Council	Back office
TIC - TAC Centre (Maidenhead Connexions) 49 Kings Street Maidenhead Berkshire SL6 1DZ	<b>Tenancy at Will</b> <b>Start Date:</b> December 2004 <b>Term:</b> <b>Breaks:</b> <b>Rent:</b> £17,000.00 <b>Rates:</b> £3,694.71 <b>Service Charges:</b> n/a <b>L'lord Agent:</b> Royal Borough of Windsor and Maidenhead Council	Shop front / retail unit
Castle Hill Youth and Community Centre High Town Road Maidenhead Berkshire SL6 1PB	<b>Lease</b> <b>Start Date:</b> 1 <sup>st</sup> September 2004 <b>Term:</b> 3 years - 1 <sup>st</sup> September 2007 <b>Breaks:</b> No Provision for early termination <b>Rent:</b> £8,950.00 <b>Rates:</b> n/a <b>Service Charges:</b> n/a <b>L'lord Agent:</b> Royal Borough of Windsor and Maidenhead Council	With solicitors
Wokingham Connexions Centre Anvil Court Unit 1 52 Denmark Street Wokingham Berkshire RG40 2BB	<b>Underlease</b> <b>Start Date:</b> 9 <sup>th</sup> December 2005 <b>Term:</b> 5 years - 9 <sup>th</sup> December 2010 <b>Breaks:</b> 9 <sup>th</sup> December 20 <b>Rent:</b> £33,120.00 per annum (+ VAT) <b>Rates:</b> £12,604.63 <b>Service Charges:</b> £2000.00 <b>L'lord Agent:</b> Jansons West London & Thames Valley Limited <b>Annual insurance:</b> £375.81 <b>Square Footage:</b> 150.79 sq m (1,623 sq ft)	Shop front / retail unit (ground floor) Back office (1 <sup>st</sup> floor)