

Greater Manchester Step Change Programme Monitoring Framework development

Invitation to tender: Project Brief & Terms of Reference

Introduction

Greater Manchester Step Change Consortium (Further information in Annex 1)

The Greater Manchester Refugee Step Change Consortium (hereafter Step Change or the Consortium) is a pioneering initiative by nine charities and Experts by Experience (EBE) to transform into a joined-up and collaborative ecosystem of support for refugees and people seeking asylum. It is a project funded by the National Lottery Community Fund.

The Step Change Consortium is a programme of work designed to strengthen and coordinate the refugee and migrant support sector in Greater Manchester, seeking to centralise the voices of those with lived experience in service design, delivery and objectives, and ensure that all those in need of support have access to an equitable and consistent support structure regardless of location within the Greater Manchester area.

Membership of the Consortium:

- Asylum Matters
- Boaz Trust
- British Red Cross
- GMIAU
- Manchester City of Sanctuary
- MRSN
- Rainbow Haven
- Refugee Action
- Revive

The programme will deliver the following outcomes over 3.5 years:

- Refugees and people seeking asylum will be able to **meet their basic needs and secure their rights**, through improved and earlier access to high quality, easily accessible place-based advice and support services. They will also have the **increased confidence, knowledge, skills and opportunities** to embrace their new lives in the places where they live.
- Refugee and asylum support organisations across GM will report **increased collaborative working and capacity** to provide sustainable, high quality, integrated services that are responsive to the needs and priorities of beneficiaries.
- Refugees, people seeking asylum and the organisations that support them will have a **strengthened collective voice**, to ensure that decision makers understand their priorities.

Project Brief

Monitoring and Evaluation Framework Needs

The Consortium is currently in its mobilisation phase (April-September 2021) and is looking for some initial support in exploring and setting the outline of its monitoring and impact framework and in working out how to bring together its learning for internal and external use as well as making sure that it monitors the impact and learning of its work with Experts by Experience.

There are two core outcomes of this piece of work:

1. Work with the Consortium to define its theory of change and establish an initial monitoring and impact framework which is usable and meaningful for all members of the Consortium and meets funder requirements;
2. Make recommendations to the Consortium on its longer-term model of monitoring and impact and how to best record, analyse and share its learning over the course of the programme.

Key deliverables

This piece of work would require the evaluator to work with Consortium partners to produce the following:

1. An initial monitoring framework which outlines the Consortium's theory of change, individual partner outcomes and contractual targets and reporting methods/mechanisms and schedules in line with funder stipulations;
2. Exploration of the development of outcomes/impact tools across all Consortium partners in relation to each specified objective of the funding proposal;
3. A verbal presentation of the key deliverables and recommendations on next steps;
4. A written report (approx. 10) detailing Consortium needs, potential solutions and collation of impact and learning to inform the longer term Monitoring and Evaluation strategy and sustainability for Step Change.

The evaluator will report to the Consortium, coordinated by Louise Kinsella and Wilson Nkurunziza.

Evaluator Criteria

The Step Change Consortium will be using the following criteria in assessing tenders.

Essential experience:

- A proven track record of producing independent evaluations of services for vulnerable people;

- Experience of collaborating with partners and stakeholders in the production of monitoring and evaluation frameworks
- A detailed understanding of the UK asylum system, and barriers to justice;
- Awareness of approaches to service user empowerment and working with Experts by Experience;
- Experience in working with beneficiaries, many of whom are vulnerable adults with limited English language capability;
- Able to work remotely and travel to other parts of the country to engage the service beneficiaries and the project team.
- Understanding and interpretation of the brief and its objectives

Timetable, Budget and Project Management

The piece of work will be delivered between **July 2021 to the 31st of September 2021**. The maximum budget for this piece of work is **£9000 inclusive of travel and expenses** (where these to be required) **and of VAT costs**. Please include a detailed budget with your proposal, as specified below.

The project will be managed by Carolina Albuerne, Refugee Action's Good Practice & Partnerships Manager, and the successful applicant will work closely with the Project Coordinator, Wilson Nkurunziza as well as with all other partner leads in the Consortium.

Application process

Applications will be assessed by a Step Change Consortium commissioning panel. The key dates are below. Please submit a written proposal in word or pdf format no longer than three sides of A4 to Wilson Nkurunziza (wilsonn@refugee-action.org.uk) and Carolina Albuerne (carolinaa@refugee-action.org.uk) detailing:

- Your experience
- Approach to the proposed work, covering each of the questions and deliverables
- High level delivery plan specifying key milestones
- Key risks and ethical issues to be considered
- Budget which includes: Staffing costs (e.g. evaluator's time), travel expenses, administrative costs. Include VAT, or if VAT is not chargeable specify this.
- Two referees

Proposals should be submitted by 9:30 am on 30th July 2021 Interviews will be held online on the 3rd and 4th of August where shortlisted applicants will be invited to present their approach to delivering the work. We will expect this piece of work to start as soon as possible and last until the end of September 2021.

Please contact Wilson Nkurunziza or Carolina Albuerne if you have any questions about the project.

Annex 1: Further information about the GM Step Change Programme

Step Change is grounded in the needs and aspirations of refugees and people seeking asylum with a dedicated, embedded programme of EBE (Experts by Experience) engagement that stretches back to the inception of the partnership. The EBE Group will play an active role in steering and advising on activities, programme development and management, as well as the voice and influencing work, making Step Change a truly people-led programme, able to deliver responsive services informed and shaped by the communities that need and access them.

Programme Activities

The activities of the Step Change Consortium programme have been carefully designed to meet the identified needs and intended outcomes described above, but also to build on the existing strengths within the city-region's refugee and asylum integration system. The four different categories of activity below are intended to mutually support each other, while each contributing specifically to the achievement of one or more of the planned outcomes.

- 1) **Place-based service delivery through a Hub**, either community-based or outreach;
- 2) **City-region-wide 'thematic' service delivery**, namely immigration legal advice, housing & support, asylum support rights & advocacy and activities to connect with the wider community;
- 3) A programme of **collaborative and capacity-building** 'task and finish' design projects, drawing on partner's expertise and insights into the systemic flaws that exist and aimed at creating a stronger sector, with less duplication, more shared services and common approaches to service delivery;
- 4) A **voice and influence** programme, where the experiences of refugees and people seeking asylum and those who support them, are brought together through both the data and case studies of partner organisations and the personal testimonies of Experts by Experience, whilst, in parallel, opportunities for dialogue with city-region policymakers are set up.