



Invitation to Quote

The North East Inner City Initiative (NEIC) invites submissions from suitably qualified and experienced practitioners to Tackle Health Inequalities through Community Capacity Building for the North East Inner City (NEIC) of Dublin.

Background and Context

In July 2016, the Government launched a major initiative for Dublin's North East Inner City (NEIC) to oversee the long-term social and economic regeneration of the area. Mr Kieran Mulvey was appointed to engage with the local community groups, representatives and other interests, and to report back with specific recommendations.

The Mulvey Report – *Creating a Brighter Future*, was launched in February 2017, set out a range of actions to tackle the priority areas of crime and drugs; education, training and employment opportunities; services for families and young people; and physical improvements. As recommended in the Report, several structures have been put in place to drive forward progress on the Mulvey actions. The NEIC Programme Implementation Board – comprising statutory, community and business sectors, and led by an Independent chairperson, Michael Stone – has established six sub-groups to progress work in the priority areas referred to above.

Contribute to the four main goals defined in the Healthy Ireland Framework (2013);

1. Increase the proportion of people who are healthy at all stages of life
2. Reduce health inequalities
3. Protect the public from threats to health & well-being
4. Create an environment where every individual and sector of society can play their part in achieving a healthy Ireland

The population of NEIC is 41,440. It is not a homogenous area. There is an almost equal breakdown of males and females and 15.5% of the population are under 19 years or under. Ethnicity is more diverse in this area when compared nationally. Almost 60% describe themselves as white Irish in this area compared to 86% of the population nationally. This means there is a much higher than average non Irish population living in the area.

The NEIC experiences higher levels of disadvantage than the wider Dublin city area and the country nationally. Almost 16% of people living in disadvantage or very disadvantaged circumstances. As a result of inadequate income and resources, people may be excluded and marginalised and unable to fully participate in society. People living in disadvantaged communities often face multiple issues that are interacting such as unemployment, education disadvantage, poor quality accommodation, poor health status, addiction, social exclusion and marginalisation. It is the concentration and combination of factors has the most impact.

In the NEIC area 51% of family units are lone parents with children compared to Dublin city which has 38%. In small areas within NEIC this can be as high as 73% or in one community 96%.

The NEIC strategic plan 2020 – 2022 was developed to ensure the recommendations contained in the Mulvey report were delivered in a planned, monitored and evaluated fashion, ensuring sustainability. Under actions 15 and 16 of the strategic plan sub group 5 commit to ensure those excluded in society have access to health services in a way that respects their views and are delivered through and with them in a way that is easily understood.

This current proposal and action emerged from the NEIC Initiative Subgroup 5, Substance Use/Misuse and Inclusion Health, along with Subgroup 3 Family Wellbeing. The programme is targeting those most at risk of health inequalities such as users of drug and alcohol services, homeless, minority ethnic groups and lone parent with young children.

To this end, the NEIC Initiative would like to invite submissions from suitably qualified and experienced practitioners to Tackle Health Inequalities through Community Capacity Building for the North East Inner City (NEIC) of Dublin.

The integrated plan will aim to address issues and problems that have been ingrained in the North East Inner City area for many years including:

- **Health Inequalities**
- **Social Exclusion**
- **Health Literacy**
- **Poorer Health Outcomes**

The initiative will integrate with existing services, facilities and programmes in the area. The project proposed is one which is based on learning from a number of well-established and researched projects around the country including those where there are community health workers (NICHE, Dolphin Health Project & the Traveller Health Projects) and Donegal, Tallaght & Waterford Social Prescribing Projects. It also incorporates a number of existing evidence programmes run across Ireland.

Social Prescribing is well established across the United Kingdom as a response to reduce social isolation and the health impacts in communities. It refers to the use of non-medical supports to address the needs of people whose health and well-being is affected by depression, anxiety or social isolation. It aims to address these needs by using community based activities and supports such as exercise & sports, self-help groups, educational courses, art, reading and gardening and volunteering. It has been shown to have positive outcomes in relation to social, emotional and cognitive well-being. Many of those who take part in socially prescribed activities have reported improvement in their general mood and levels of social interaction within their community.

‘Health literacy’ refers to people having the appropriate skills, knowledge, understanding and confidence to access, understand, evaluate, use and navigate health and social care information and services. The EU Health Literacy Survey (2012) showed that 4 in 10 Irish adults had limited health literacy. People with limited financial and social resources are more likely to have limited health literacy. The available evidence suggests that strategies to improve health literacy are important empowerment tools with potential to reduce health inequalities.

Specification of Task

This proposal has been developed through an integrated collaboration between community, voluntary, statutory sectors and Government Departments to address the health and wellbeing of people living in the area.

A Governance Oversight Group will be established to oversee this project and will ensure the inclusive participation and consultation with all relevant stakeholders including the six NEIC Initiative subgroups (see for more information <http://www.neic.ie/about/sub-groups>). It is important that there is involvement and engagement from all relevant stakeholders to ensure that this proposal aligns with ongoing work in the NEIC areas.

Project Goal

Implement a sustainable model which would support the community to develop more positive health behaviours, improve health literacy, develop social supports and increase uptake of screening and immunisation services which will have a long term impact on their health in an effort to reduce the health inequalities experienced by the community of the North East Inner City.

Project Objectives

- To develop sustainable partnerships with relevant statutory, non-governmental and community and voluntary organisations including General Practitioners, Primary Care, Mental Health Services and Dublin City Council.
- Supporting local people who have an interest in health issues to become a resource within their local community.
- Developing capacity in the local community to reach out to individuals and families most at risk from health inequalities.
- Promoting participation in the community in activities which improve the health and wellbeing of the local community and supporting them to access services which address their health needs.
- Providing a range of programmes to support tobacco cessation, healthy eating and reduce stress.
- Adopt a community development approach to promoting knowledge and skills among target groups to improve health literacy among those most at risk of health inequalities such as users of drug and alcohol services, homeless, minority ethnic groups and lone parents with young children.
- Providing training to local people so they can promote primary healthcare interventions such as access to vaccinations, access to screening services and prevention programmes.
- To develop a model of Social Prescribing within the area.

Project Outcomes

1. Develop more positive health behaviours, improve health literacy and develop social supports which will have a long term impact on their health in an effort to reduce the health inequalities experienced by the community of the North East Inner City.
2. A robust formative monitoring and evaluation mechanism that will capture the learning and measure the outcomes from the delivery of the Healthy Ireland Healthy Communities.

Project Delivery

The complexity of disadvantage in NEIC requires personnel with a good understanding of the challenges people living in the area experience. This programme will actively encourage members of the local community to apply for posts.

To achieve the aims of the project the following staffing is proposed:

Employment of;

- 1 x 1.0 WTE, Healthy Community Coordinator
- 4 x 0.5 WTE (18.5hrs per week), Healthy Community workers.

To achieve the aims of the project the following programmes will be implemented:

1. 3 x Stress Management Programmes (max 50 participants per programme)
2. 8 x Healthy Food Made Easy courses (max 20 participants per programme)
3. 4 x We Can Quit courses (max 20 participants per programme)
4. Work with National Adult Literacy Agency to provide health literacy training for health and social care workers in the community and community members and support tool kit implementation
5. Work with National Screening Programme and National Immunisation Programme to support uptake of services

Methodology:

An action research approach will be applied across the following methodology:

- Build capacity in the community with the aim of developing sustainable networks of support through the recruitment, retention and management of a team of Community Health Workers and volunteers and promotion of self-sustaining healthy living activities.
- Provide social prescribing to address the needs of people who are at risk of mental and physical ill-health health and/or whose well-being is affected by depression, anxiety or social isolation; providing individual sessions to a caseload of 40-50 individuals.
- Become a central point for social prescribing to community based activities and supports such as exercise & sports, self-help groups, educational courses, art, reading and gardening and volunteering both directly, through the community health workers and through pre-existing supports.
- Organise relevant training for Community Health Workers, Volunteers and other stakeholders such as Making Every Contact Count (MECC), Information sessions with the National Cancer Screening Services & the Immunisation team.
- Oversee the peer delivery of programmes such as *'stress control'*, *'healthy food made easy'* and *'we can quit'*
- Work in partnership with stakeholders in the area, such as community groups, health and social care professionals and voluntary sector organisations to identify the best communication channels, referral pathways and ways of working collaboratively.
- Any other methods deemed relevant by the Steering Committee.

Evaluation:

An action research approach will be applied to evaluation and measurement:

- Dedicated measurement and evaluation resources will allow full analysis of the impact and effectiveness of the Healthy Communities project.
- Partnership with a third level institution will be explored.
- Quantitative measurements will include the numbers within the community supported with accessing health and social services and engaged in health promoting activities through the social prescribing element of the project.
- Qualitative data will be used where appropriate, to review the impact that taking part in programmes and initiatives has had on the communities' health and wellbeing.
- For the We Can Quit (Irish Cancer Society) and Healthy Food Made Easy (HSE Healthy Eating and Active Living) programmes nationally defined metrics will be used. Guidance from NALA will be sought on measurement of improvements in use of plain English. Increase in numbers attending for screening and immunisations will be used where available.

Key Attributes & Experience:

- Expertise in action, communication, evaluation and report writing.
- A proven record on facilitating meaningful engagement with at risk communities such as Minority and Vulnerable Groups.
- The ability to support and build leadership and community capacity.
- A clear understanding of the complex need of communities experiencing intergenerational disadvantage, poverty and exclusion.
- An evidenced-based methodology and strategic way of working.
- The ability to engage multiple statutory, voluntary and community stakeholders in a safe, valued and respected dialogue process.
- Expertise in community development and community integration frameworks.
- A clear understanding of the NEIC stakeholder environment.
- Proven track record in Project Management.
- The ability to produce a detailed plan including budget.
- The ability to review and evaluate the process in collaboration with all stakeholders.

Tender Evaluation Criteria

Tenders will be evaluated using the following criteria:

- Methodology: To include feasibility, robustness and efficiency of approach to the delivery of the project and its timeframe.
- Experience: Knowledge, expertise and experience of taking on similar work; research & analysis skills and community consultation and engagement track record with minority and vulnerable groups.
- Value for money & Ability to provide programme within outlined budget.
- Measurement and evaluation as outlined under Evaluation.

Timeline

The successful Organisation will be required to assume the Project lead role, to plan, schedule and time manage all Project tasks, to communicate the outputs and provide regular status reports, to identify potential risks for the Project and its intended outcomes and devise appropriate plans and strategies to address, deal with, and mitigate these. This process will begin September 2020 and be completed by August 2021.

Project Management

The Project and associated process will be overseen by a Governance Oversight Group with the support of the NEIC Programme Office. This group will be responsible for the tendering process and overseeing the activities of the project and outcomes of the research. The Project successful Organisation will report on a regular basis to the Governance Oversight Committee. It is envisaged that the successful Organisation / Agency will appoint a dedicated Project Facilitator to work on the project. Should an alternative Project Facilitator be assigned during the lifetime of the project, this will be agreed in advance with Governance Oversight Committee of the Healthy Ireland Healthy Communities.

Proposed Cost Allocation:

- The successful organisation will be awarded on a value for money basis, to include all costs such as staff, institutional fees, administration costs, travel and accommodation expenses incurred and VAT.
- Applicants should provide assurance of programme delivery within budget.
- A tax clearance and insurance certificates must be provided prior to the awarding of any contract.
- Evaluation costs are included in budget outlined.

Tender Submission Documents

Organisations/ Consultants are requested to outline and address the following:

- Provide an executive overview of the proposal, outlining an understanding of proposal requirements, as set out in this document.
- Include a methodology statement / outline detailing how the Project proposal will be addressed and outline steps to be undertaken to ensure its success.
- Include a detailed work plan, outlining timescales and resources to be committed / dedicated to the project, clearly identified milestones, together with the timeline to reach these
- Confirmation of the structure and composition of the project team with CVs of each member of the project team.
- Provide examples of previous experiences in carrying out work with similar target groups.
- Include a Pricing Schedule.
- Provide name, address, telephone number and email address of the company submitting the proposal and the name of the contact person.
- Confirmation that the quotation holds good for 90 days, after the closing date for receipt of quotations.
- Contact details of two recent professional referees who can be contacted.
- Include any other information deemed relevant.

Ethical, Confidentiality & Data Protection Procedures

The successful tenderer / consultant will be required to comply with all legislative requirements such as:- Section 42 of the Irish Human Rights and Equality Commission Act, Freedom of information legislative requirements, and the General Data Protection Regulation (GDPR).

Conflict of Interest

Any conflict of interest involving the contractor and the NEIC Initiative (or the projects funded under the initiative, its staff or their relatives) must be fully disclosed in the response to this Invitation to Quote, or should be communicated to NEIC representative immediately upon such information becoming known to the contractor, in the event of this information only coming to their notice after the submission of a quote and prior to the award of the contract.

Terms and conditions

- Costs such as travel, subsistence and miscellaneous outlays will not be borne by NEIC Programme Office.
- Those making a submission should ensure that their submission addresses, in full, the requirements set out in this document and that all information requested is supplied.
- Shortlisting of submissions may apply and successful shortlisted applicants may be required to provide clarifications and more details as required.
- The NEIC Programme Office does not commit itself to accepting the lowest or any particular quote and will not be liable for any costs incurred in the preparation or presentation of quotes.
- All bidders must be tax registered and have a tax clearance certificate.
- It is expected that the successful bidder will be in a position to commence and complete the work in line with the agreed time frame.
- As outlined, payments to the successful Tenderer will be made in two equal payments (one at mid interval and one at completion of work) subject to satisfactory work progress and agreement of project milestones in advance of commencement.
- Meetings may be organised between the NEIC representatives and the successful Tenderer to review an agreed work timeline.
- Canvassing by any bidder will lead to immediate disqualification from the process.

Final reports arising from all stages of the facilitation process will be NEIC branded reports.

Programme Completion date: August 2021

Applications should be submitted by e-mail to: neic@dublincity.ie

Closing date for applications: **Close of Business 29th July 2020 5pm.** No applications will be considered after this time

Enquiries to:

Ellen O' Dea, Head of Service, Health and Wellbeing
Health Service Executive

Community Health Organisation Dublin North City and County

Phone: 01 897 6171 M: 086 806 4961 **Email:** hohw.dncc@hse.ie



Appendix 1 Project: Healthy Ireland Healthy Communities

Title of position: Healthy Community Coordinator

Reporting to: Project Facilitator

Location:

This post is full time (37hrs per week)

Contribute to the four main goals defined in the Healthy Ireland Framework (2013);

1. Increase the proportion of people who are healthy at all stages of life
2. Reduce health inequalities
3. Protect the public from threats to health & well-being
4. Create an environment where every individual and sector of society can play their part in achieving a healthy Ireland

Working in a geographically defined area with adults, parents and older adults to promote health and wellbeing. Promoting equality of access to healthy lifestyles by targeting individuals and groups with greater levels of need and traditionally hard to reach groups.

Main Duties

Build capacity in the community with the aim of developing sustainable networks of support through the recruitment, retention and management of a team of Community Health Workers and volunteers and promotion of self-sustaining healthy living activities

Provide social prescribing to address the needs of people who are at risk of mental and physical ill-health and/or whose well-being is affected by depression, anxiety or social isolation; providing individual sessions to a caseload of 40-50 individuals

Become a central point for social prescribing to community based activities and supports such as exercise & sports, self-help groups, educational courses, art, reading and gardening and volunteering both directly, through the community health workers and through pre-existing supports

Organise relevant training for Community Health Workers, Volunteers and other stakeholders such as Making Every Contact Count (MECC), Information sessions with the National Cancer Screening Services & the Immunisation team.

Oversee the peer delivery of programmes such as *'stress control'*, *'healthy food made easy'* and *'we can quit'*

Work in partnership with stakeholders in the area, such as community groups, health and social care professionals and voluntary sector organisations to identify the best communication channels, referral pathways and ways of working collaboratively

Ensure that health and social care services information is clear and accessible including to target groups, working with health professionals to help strengthen communication and promote the NALA toolkit.

Support service providers to access health and social care services in their area such as General Practice, HSE Primary Care, Local Authority, Sports Partnership, Tusla & Family Support Services

Promote and disseminate evidence based health and well-being resources and information

Healthy Community Coordinator Person Specification

| 1). Skills and abilities | 2). Knowledge |
|---|---|
| <p>Skills and abilities:</p> <ul style="list-style-type: none"> • Excellent Communication skills with fluent English • Excellent IT and Organisational skills • Excellent skills in one-to-one engagement; ability to work on their own plus as part of a multi-disciplinary team • Ability to network and build good working relationships • Team management | <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • The impact of chronic conditions • Mental health difficulties • Social exclusion and community development; • Primary Care structures; • Community and voluntary sector • The effects of disadvantage and poverty • Relevant inter-agency work • The Family Resource Centre Programme; • Working with a Voluntary Board of Management |
| 3). Previous experience related to the position | 4). Relevant training or qualifications |
| <p>Minimum of 3 years' experience in:</p> <ul style="list-style-type: none"> • Direct work in a Community, Youth and/or Health setting • Working on the wider determinants of health in identifying services and activities • Supporting people to access services and activities | <p>Relevant accredited qualification:</p> <ul style="list-style-type: none"> • Level 7 Degree or higher in Health Promotion, Social, Community, Health or other related field and a minimum of 3 years' experience in a relevant setting • Other training and development courses relevant to the work |
| 5). Values | 6). Personality |
| <p>Values relating to:</p> <ul style="list-style-type: none"> • Respect for difference • Commitment to anti-poverty work, equality issues and ending health inequalities • Empathy & sensitivity towards the work • Confidentiality/reliability/inclusion | <ul style="list-style-type: none"> • Warm and friendly • Objective and sensitive • Open • Excellent Listener • Self-motivator • Able to work as part of a team |

Appendix 2 Project: Healthy Ireland Healthy Communities

Title of position: Healthy Community Worker

Reporting to: Healthy Community Coordinator

Location:

This post is for 18.5 hours per week over. Working as part of a team and reporting to the Healthy Community Coordinator to;

Working in a geographically defined area with adults, parents and older adults to promote health and wellbeing. Promoting equality of access to healthy lifestyles by targeting individuals and groups with greater levels of need and traditionally hard to reach groups.

Main Duties:

Work as part of a team to improve the overall health status of people living in the community

Promote health for all residents through health awareness and education, training, and information sharing including social prescribing in areas such as but not limited to; Healthy eating, Physical activity, Smoking cessation, Drug and alcohol support, Chronic disease management, Immunisation/childhood vaccination, Cancer screening

Support adults, parents and older adults in accessing health and wellbeing services. Ensure health and social care information is clear and accessible and identifying areas for improvement using the NALA toolkit.

Promote public participation in health related issues and develop an advocacy role in their community.

Ensure the specific health needs of the community are addressed including minority and vulnerable groups.

Liaise and work with other relevant statutory, community and voluntary organisations as appropriate.

Person Specification, The ideal person will:

- Have an understanding of the needs of the NEIC Dublin community and those most at risk of health inequalities such as users of drug and alcohol services, homeless, minority ethnic groups and lone parents with young children.
- Have local knowledge including working with new or marginalised communities
- be willing to work in partnership with community organisations, health professionals and the public
- Have good time management and organisational skills
- Work flexibly to support the needs of the community, the team and partners