

The Royal Borough of Greenwich

APPROVED LIST OF PROVIDERS FOR HOLIDAY ACTIVITIES AND FOOD SERVICE (“HAF PROVIDERS”)

Guidance Notes & Service Specification

August 2023

Contents

1. Introduction	3
2. Background	4
3. Instructions for Applications.....	5
4. Service Overview	7
5. Service Requirements	9
6. Call Off/Ordering Procedures	17
7. Price and Payment.....	18
8. Safeguarding	19
9. Performance Management.....	21
10. Quality assurance.....	23

1. Introduction

- 1.1 The Royal Borough of Greenwich (RBG) has been awarded funding by the Department of Education (DfE) to co-ordinate a local [Holiday Activities and Food Programme](#) (HAF) during Easter, Summer and December school holidays. This programme will deliver free activities and healthy food for school aged children and young people (4-16 years) eligible for and in receipt of benefit related Free School Meals (FSM).
- 1.2 In the UK, 12% of households with children (equivalent to 2.3 million children and 1.3 million adults living with them) have experienced food insecurity since August 2020. Low-income families with children on FSM are suffering the effects of food insecurity more severely. In the past year, 41% of households with children registered for FSM reported food insecurity (Food Foundation, 2021). There are currently more than 10,000 children eligible for FSM in Greenwich.
- 1.3 School holidays can be particular pressure points for some families because of increased costs (such as food and childcare) and reduced incomes. For some children that can lead to a holiday experience gap with children from disadvantaged families less likely to access organised out-of-school activities; more likely to experience 'unhealthy holidays' in terms of nutrition and physical health and are more likely to experience social isolation.
- 1.4 The Royal Borough of Greenwich (RBG) has been delivering a holiday meals programme since 2016. During each school holiday, nutritious free lunches are provided to children and young people throughout the borough at various locations where activities take place, for example libraries for 'read and feed' sessions, adventure play centres and youth hubs. Since 2016, almost 46,000 lunches have been provided.
- 1.5 The DfE funding provides RBG with the opportunity to expand and upscale holiday enriching activities across the borough.
- 1.6 **Glossary of Terms**

Term	Meaning
HAF	Holiday, Activity and Food programme
DfE	Department for Education
FSM	Free School Meals
RBG	Royal Borough of Greenwich
CYP	Children and Young People
SEND	Special Educational Needs and Disabilities

- 1.7 Royal Greenwich is inviting organisations to apply to be part of the Holiday Activities and Food (“HAF Providers”) Approved Provider List.
- 1.8 The Approved Provider List will be an "Open" list. Following initial advertisement, the Council will review performance of the categories bi-annually and then re-advertise the opportunity. The work will be commissioned directly by Royal Greenwich Children’s Services.
- 1.9 Interested Providers may apply to be part of the Approved List at any time (until any point at which the Council may decide to close the list).
- 1.10 Applications to the Approved Providers List will be evaluated twice per year. There is a limited amount of work that will be commissioned due to the constraints of the DfE grant allocation. The council reserve the right to close the List at any time.
- 1.11 Documents relating to this application are attached as follows:
- 1) Service Specification (this document)
 - 2) Providers Application Form
 - 3) APL Application Training Spreadsheet
 - 4) Winter 2023 bid
 - 5) Terms and Conditions

2. Background

- 2.1 The aim of the HAF programme is to provide free holiday club places for those school aged (4-16 years) children and young people who reside in the borough or attend a Greenwich school, and eligible for benefits related Free School Meals (FSM).
- 2.2 The overarching objectives of the provision are:
- To deliver free holiday club places for children and young people who reside in Greenwich or attend Greenwich schools, targeting areas of deprivation.
 - To provide each registered child or young person with a minimum of 16 hours of free HAF provision. Provision must be a minimum of four hours per day over four days.
 - To provide healthy, safe and culturally appropriate food to CYP.
 - To provide structured physical activity, and opportunities to enhance fine motor skills with a variety of age-appropriate enriching activities.
 - To increase learning opportunities for CYP about food and nutrition.
 - To support CYP and families with parental and carer engagement particularly in food skills and nutrition knowledge.
 - Support information, signposting and referrals for families to access specialist help.
 - Provide support where needed for CYP with special educational needs and / or disabilities

- To monitor and evaluate all HAF provision in line with DfE and RBG requirements
- 2.3 The overarching outcomes of the provision and those that the DfE are hoping will be achieved through the HAF programme, are that children and young people will:
- Eat more healthily over the school holidays;
 - Be more active during the school holidays;
 - Take part in engaging and enriching activities which support the development of resilience, characters and wellbeing along with their wider education attainment;
 - Be safe not be socially isolated;
 - Have a great knowledge of health and nutrition; and
 - Be more engaged with school and other local services.
- 2.4 The DfE want to ensure that the children, young people and families who participate in this programme develop their understanding of nutrition and food budgeting as well as being effectively signposted towards other information and support for examples, health, employment and education.
- 2.5 This specification sets out the Council's requirement for a HAF providers ('Providers') who can be called on as required to deliver services at the price rate set out in this contract.
- 2.6 Joining the Approved Provider List does not guarantee your services will be commissioned.

3. Instructions for Applications for Approved Provider List

3.1 Who can Apply

All applicants must be:

- Based within the Royal Borough of Greenwich
- Based outside the Royal Borough of Greenwich but applying for a project that will take place within the Royal Borough and/or involved and benefit local residents.

We will not fund:

- Individuals
- Projects and activities that will not meet the criteria for HAF
- Activities that have already taken place (we do not fund projects retrospectively)
- Activities that have no public benefit for the residents of the Royal Borough of Greenwich
- Activities which promote a particular political, religious or extremist view.
- Activities places in a formal education setting as part of the core curriculum.
- Finance related to core running costs, loan repayments, budget deficits or endowments.

- Fundraising events, activities for private gain, or that result in profit being made.

3.2 Application

3.2.1 Applicants can apply to deliver one or more of the listed categories (Table 2), this must be identified on the application form.

3.2.2 Applicants must submit the following documents for this first round of application:

- A completed Provider Application Form
- Supporting documents
- The APL Application Training excel spreadsheet
- A Winter 2023 bid

3.2.3 Supporting documents are listed in section 3.4 of the application form.

3.2.4 Due to time constraints, RBG are requesting those organisations who are applying to the Provider Application Form also submit their Winter 2023 bid.

3.3 Application timetable

3.3.1 This is an open application process, which means you can apply any time during the proposed three-year period (April 2022 – April 2024) to join the Approved Providers List. The evaluation panel will evaluate all submitted applications twice per year.

3.3.2 The deadline for the submission for this round of applications to join the List is 15th September 2023. Applications will be evaluated every six months to join the List.

Table 1: Timetable for second round of applications – Winter 2023

Activity	Date
Application window opens	25 th August 2023
Deadline for applications	15 th September 2023, 5pm
Evaluation of application	September - October 2023
Notification of successful applicants	November 2023

3.3.3 The evaluation of applications process is anticipated to take up to six weeks. You will receive an acknowledgement email when the HAF team receive your application. You will be notified about the outcome of your application within five weeks from the date of submission of completed application. Enquiries should be e-mailed to holiday-programme@royalgreenwich.gov.uk

3.3.4 The completed application, together with all additional documentation required, and the Winter 2023 bid should be returned to holiday-programme@royalgreenwich.gov.uk. All application documents are to be supplied in MS Word or Adobe Acrobat (pdf) format.

3.3.5 Applications received after the deadline will not be considered for this round.

3.3.6 For those organisations who are applying outside the outlined timetable above, you will receive an acknowledgement email upon receipt of your application and notified when the next evaluation process will take place. The evaluation process to join the Approved Provider List will only take place twice per year.

3.4 Terms and Conditions

3.4.1 Your application will imply agreement with the Royal Borough of Greenwich's Terms and Conditions of Engagement – provided as part of the application pack. The terms and conditions will apply in the event of a grant being awarded. No other terms and conditions will apply. Please note that the information in relation to this contract should be treated as confidential.

3.5 Application Evaluation criteria

3.5.1 The evaluation process will be carried out in three phases:

- Phase 1: Evaluation of the Provider Application form
- Phase 2: Invitation to interview in September / October 2023
- Phase 3: Evaluation of Winter 2023 bid

3.5.2 See Appendix 1 for the Application Questions and Scoring Guidance to see how the Provider Application form will be scored by evaluators.

3.5.3 Provider details (section 3.1 and 3.2 on the application form) will not be scored however failure to answer any of the questions or include documents required will mean that your application will not be assessed. We may contact you to clarify.

3.5.4 Answers to section 4 on the application form relating to experience will be scored out of 5 using the table in Appendix 2.

3.5.5 Answers to section 5 on training and specialisms will be submitted using the APL Application Training spreadsheet.

3.5.6 Applications will be evaluated based on 100% quality.

3.5.7 Please ensure that your responses are succinct and only include relevant information to support your application.

3.5.8 Please refer to the Winter 2023 Bid – Appendix 2 for information on how the bids will be scored by evaluators.

4. Service Overview

- 4.1 The Royal Borough of Greenwich intends to develop a 3-year Approved Provider List of Royal Greenwich HAF providers, in the following categories:

Table 2: HAF Providers Approved Provider List categories

Category	Name	Description
1	Generic HAF provision	<p>The provision of planned HAF services for school aged children 4-16 years, who are in receipt of FSM.</p> <p>This provision includes those CYP who have targeted SEND requirements. This provision is for not for CYP who have identified specialist SEND.</p> <p><i>The hourly rate is a maximum £7.50/hr for the first 4 hours, per child, per day (e.g. £30/child/day).</i></p> <p><i>Additional hourly rate is maximum £5.00 per child, per day</i></p>
2	Generic HAF provision with 1-5 spaces for specialist SEND	<p>The provision of planned HAF services for school aged children 4-16 years, who are in receipt of FSM.</p> <p>This provision includes primarily generic HAF provision (as above) but the organisation has capacity and skill to accept 1-5 CYP who have specialist SEND requirements.</p> <p><i>The hourly rate is a maximum £7.50/hour for generic and targeted SEND provision., per child, per day</i></p> <p><i>Additional hourly rate is a maximum £5.00, per child, per day</i></p> <p><i>The hourly rate is a maximum £25/hour for specialist SEND provision, per child, per day. (e.g. £100/child/day)</i></p>
3	HAF provision for CYP with high- level SEND	<p>The provision of planned HAF services for school aged children 4-16 years, who are in receipt of FSM.</p> <p>This provision only accepts CYP who have either targeted or specialist SEND. This provision would not accept any CYP who have no identified SEND.</p> <p><i>The hourly rate is maximum £7.50/hour targeted SEND provision, per child per day</i></p> <p><i>The hourly rate is maximum £25/hour for specialist SEND provision</i></p> <p>Maximum spaces per session = 20</p>

- 4.2 The categories listed reflect the HAF requirements commissioned by DfE. It is expected that interested parties will apply (subject to individual approval) to provide services in any one or more of the categories. Evidence of expertise and training will

be required to support the application process.

4.3 HAF services will only take place during the Easter, Summer and Winter school holidays each year for a total of 6 weeks.

- Easter = 1 week (4 days)
- Summer = 4 weeks (16 days)
- Winter = 1 week (4 days)

4.4 In addition to the categories listed above, providers who can demonstrate expertise in other key areas are sought for example those with specialist sports or nutrition training.

4.5 Commissioners will also be looking for a good range of providers to cover locations across the borough.

4.6 Subcontracting specific elements of the service, such as food and sports coaching, are permitted but the subcontractor must adhere to the same terms and conditions as outlined in the Approved Providers List such as paying London Living Wage.

5. Service Requirements

5.1 The provider must meet the following mandatory requirements as part of their delivery as set out by the DfE.

Food: clubs must provide at least one substantial meal each day (lunch or tea) and all food provided at the club (including snacks) must meet [School Food Standards](#). The expectation is that food will be served hot. All food provided as part of the programme must comply with regulations on food preparations and consider allergies, dietary requirements and preferences as well as any religious or cultural requirements for food. All menus must be submitted to the HAF programme manager prior to the start of the programme for approval to ensure school food standards are adhered to. Food can either be prepared on site or purchased from a local food business / catering company. If purchasing food from a local food business or catering company, it is important that due diligence is undertaken particularly around food safety. RBG will not be held responsible for issues between the caterer and provider. It is also expected that snacks are offered within the food provision.

Enriching activities: clubs must offer age-appropriate, fun and enriching activities that provide children with opportunities to develop new skills or knowledge, to consolidate existing skills and knowledge, or to try out new experiences. This could include: physical activities such as football, table tennis, cricket; creative activities

such as putting on a play, junk modelling, drumming workshops; or experiences such as a nature walk, visiting a city farm, going to a museum etc.

Physical Activities: clubs must provide a minimum of one hour of physical activity each day in line with the [Physical Activity Guidelines](#). This can be through a range of sport or play, but it should be structured.

Nutrition Education: clubs must include an element of nutritional education each day aimed at improving the knowledge and awareness of healthy eating for CYP. These do not need to be formal learning activities and could for example include activities such as getting children involved in food preparation and cooking, growing fruit and vegetables, and taste tests.

Food Education for families and carers: clubs must include at least one training and advice session for parents, carers or other family members which provide advice on how to source, prepare and cook nutritious and low-cost food.

Signposting and referrals: clubs must be able to provide information, signposting or referrals to other services and support that would benefit the children and young people (CYP) who attend their provision and their families. This could include sessions and/or information provided by:

- Citizen's Advice
- GPs, dentists or other healthcare practitioners
- Family Support Services or Children's Services
- Housing Support Officers
- Jobcentre Plus
- Young Greenwich (including Young Greenwich Nurses)
- Organisations providing financial education

Venue: Providers shall secure an accessible and appropriate venue within the Royal Borough of Greenwich in which to deliver their programme prior to the contracted start date of the service. As part of quality assurance, RBG commissioners reserve the right to visit proposed activity bases as part of the application process. When providers are called on for delivery, they will be asked to share details of venue leasing arrangements with RBG commissioners at clarification and evaluation meetings. It is important that all providers undertake due diligence for all venues hired, therefore visiting the space, looking at available facilities and agreeing what equipment can and cannot be used. RBG will not be held responsible for issues between the venue and provider.

Check here for community centres in Greenwich available for hire:
https://www.royalgreenwich.gov.uk/directory/50/directory_community_centres

Ofsted: where Ofsted registration is required, we expect it to be in place prior to the programme starting. If you are Ofsted registered, we would expect the latest reports to be provided. Where Ofsted registration is not compulsory, ideally, we would like you to register on the Voluntary register if you are not already. For those organisations who are successful in their application to join the Approved Provider List, then there is an expectation that they would join the Ofsted Voluntary register. For those organisations who would like to find out more about registration then please contact holiday-programme@royalgreenwich.gov.uk.

5.2 Food safety requirements: Food forms an integral part of the HAF programme, and it is essential that all food provided is compliant with the law and is safe to eat. All providers must undertake due diligence to ensure that all suppliers are reputable, particularly if they are receiving preprepared meals. There are a number of food safety checks that a provider needs to complete in order to deliver the food element of the programme. There may be some variability depending on whether you prepare your own food or purchase ready-made meals from a partner, but you must ensure that all food is served safely.

All providers whether they prepare their own food, or source from elsewhere food must:

- Register with the Royal Borough of Greenwich as a food business by completing the [Food Business Registration form](#) (if not already registered) and have achieved a Food Hygiene Rating Score (FHRS) score of 4 or 5. It is possible that if you only provide food very infrequently such as a one-off event you do not need to register but you will still need to comply with all other aspects of food safety legislation and the requirements here. If you feel you do not need to register as a food business, you will need to agree this with the Commercial Environmental Health team in advance of applying to be part of HAF.
- Have a completed food safety management system in place such as [Safer food, better business for caterers | Food Standards Agency](#). This system must be on site, available and up to date at all times. This system must also include the arrangements for staff sickness including monitoring and reporting, and actions to be taken if the programme can no longer be delivered safely. This system must also cover suppliers and checks that have been made on their suitability including arrangements for food transport and storage where ready-made meals or similar items are being delivered.
- Have a minimum of two staff with at least Level 2 food hygiene training within the organisation, this must be completed prior to a programme starting. A list of accredited food safety courses can be provided.

- Have a minimum of two staff with completed [Food Standards Agency allergen training](#) prior to the programme starting.
- Have at least one dedicated supervisor on site at all times with respect to food safety. This member of staff must be fully trained to at least Level 2 in food hygiene and allergens.
- Ensure that all other staff and volunteers are trained and/ or supervised and instructed in food hygiene appropriate to the activity they are carrying out.
- Ensure any venue being used has suitable facilities for the provision of a holiday programme and adjust the offer accordingly (for example, sourcing ready-made meals rather than preparing onsite if appropriate kitchen facilities are not available, making sure that fridges are in working order even if just for storing milk or snacks). Organisations that only serve food that has been prepared elsewhere are still required to have suitable facilities for hand washing for serving staff and children (with hot and cold water, soap and towels), sanitising materials, hot or cold food storage (if food is not being served immediately) and appropriate arrangements for refuse disposal. Where an organisation is operating out of a premises that is not their own (such as a school or community venue), the provider will need to ensure that pest control is in place and that responsibility for this is clear.
- Ensure information on allergens and ingredients is available at every programme, for every meal served. Where food is to be taken away, pre-packed for direct sale requirements will apply (Natasha's Law), for more information see here <https://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds>
- Ensure that cultural food is handled correctly.
- Adhere to all Covid-19 regulations with respect to all food safety [Covid 19 regulations](#).

In addition, the provider that is preparing the food must:

- Be registered with a local authority and have a Food Hygiene Rating Score (FHRS) of four or five (evidence of this will be required as part of the application process for HAF).
- By taking part in the project, you are required to comply with all relevant legislation as a food business. The Royal Borough of Greenwich Commercial Environmental Health team is allowed by law to visit at any reasonable time without appointment, and has a range of powers to ensure that standards are maintained <https://www.food.gov.uk/business-guidance/food-safety-inspections-and-enforcement>

- For more information and advice on the requirements prior to or during the programme, please do not hesitate to email health@royalgreenwich.gov.uk and an officer will reply to you.
- Providers who are yet to be registered as a Food Business, complete food allergen, and food safety training will be assessed to ensure compliance prior to being awarded any work under the Approved Provider List.

5.3 **Equipment:** The Provider is responsible for sourcing and maintaining all equipment necessary to deliver this service. This will include physical activity equipment, arts and crafts materials, food for cooking and nutrition education sessions. The provider is responsible for providing all crockery, serving dishes and disposables for the serving and preparation of food where applicable. The disposables must be suitable for recycling or biodegradable.

5.4 **Covid 19:** The Provider is responsible for ensuring they adhere to the Covid-19 regulations set out by the Government and their registered governing body. Where Covid-19 advice is required the Royal Borough of Greenwich Health Protection team will be able to assist.

5.5 **Data Protection, Consent and Confidentiality:** The provider will ensure that all aspects of the service delivery and practice are compliant to relevant Data Protection legislation and regulations including the General Data Protection Regulation (May 2018).

5.6 **Data Collection:** All providers must collect a specific set of data when services are being delivered. All data requirements and formats will be provided. All information must be stored safely in line with GDPR requirements. The following data must be collected:

- Registration data with key child information including a minimum set of data from each child or young person who attends prior to the programme starting. A standard registration form will be made available.
- Attendance data for each day of programme delivery.
- Programme details to gather information on programme Key Performance Indicators
- Information about CYP with SEND supported during your programme (Table 3).

5.7 **Whole systems relationship:** The Provider will facilitate and support the development of relationships, networks and partnerships across a wide range of stakeholders across the whole borough. This will involve developing positive relationships with and between other holiday programme providers, schools, nutritionists, Young Greenwich, residents and local communities and where applicable local and regional food providers, physical activity providers.

5.8 **Good Food in Greenwich (GFIG):** The GFiG partnership aims to bring people and organisations together to address a wide range of food related issues including promoting sustainable and healthy food, tackling food poverty, building community

skills, creating a thriving food economy, ensuring better food is bought in public settings, and tackling food waste and the impact on the environment.

The Provider should join the Good Food in Greenwich partnership, adopt the GFIG community food charter guidelines and must register to become Sugar Smart. Support on how to do this will be available from the Programme Manager and Sugar Smart co-ordinator.

- 5.9 **Geographical coverage/boundaries:** The service will cover the whole borough to ensure equity of access but will focus on areas of deprivation where there is higher need. See Appendix 3 for the Greenwich Levels of Deprivation FSM heat map showing which areas of the borough have the highest levels FSM. The service will need to take notice of geographical boundaries of neighbouring boroughs. If a child attends a Greenwich school but lives in a neighbouring borough then they can choose whether to attend a RBG HAF programme with friends or attend one in their borough of residence. However, if an applicant lives and attends school in a different borough then they will be ineligible.
- 5.10 **Staffing and volunteers:** All members of staff and volunteers must have evidence of an up-to-date DBS check. The service may need to recruit volunteers to support the delivery of this programme but should not be wholly reliant on them. Staff will ensure that best practice is followed in relation to safeguarding children and adults. For more information visit www.disclosuresdbs.co.uk
- 5.11 **Branding and communications:** The entire programme will be branded Royal Greenwich Together: Holiday Food and Fun. Branding and communication of the holiday programme will be undertaken in line with the Royal Borough of Greenwich communication policies. There will be central branding and communications provided by the Commissioner and RBG corporate communications. Some providers may wish to facilitate their own communications which can be done using the central branding and resources provided by the Commissioner, but it should include Holiday Food and Fun. There will be an online directory produced with the details of all successfully funded HAF programmes. This will be sent to all schools, those eligible for FSM and community groups to publicise the programmes. We encourage all providers to work within the RBG advertising policy, which outlines that RBG settings must not use any visual promotional materials (including digital/social media content) that contain foods and drinks that are high in fat, sugar and salt.

The Families Information Service based within Children's Services provides information and support to families to promote the range of universal services and opportunities for children, young people and families available in Royal Greenwich. As part of the Holiday Activity and Food Programme, a requirement will be that key information about the provision offered will be detailed in our centralised marketing publications/materials as well as promoted on the Greenwich Community Directory / Local Offer. This support will also be available after HAF to promote your programmes.

5.12 **Recruitment:** The expectation is that the provider will facilitate the recruitment and registration of places for their own programmes. There will be a standardised registration form to ensure the correct information is collected from each participant and supports the DfE data requirements. The provider will be responsible for ensuring children, young people and their families know how to access the programme once they are confirmed on the programme. Recruitment will be supported by the overarching HAF communications strategy.

5.13 **Eligibility:** The primary focus of the programme will be on resident school aged children and young people (4-16 years) who attend school and are eligible for and in receipt of benefits related FSM. The programme will be open to those who are currently in reception upwards. To ensure the majority of children attending are eligible for FSM, the advertising of your programme will be appropriately targeted and marketed. The Programme Manager will support with this.

Table 3: Eligibility age brackets

Holiday	Eligibility age
Summer 2023	1 st September 2017 – 31 st August 2018 and older
Winter 2023	1 st September 2018 – 31 st August 2019 and older

5.14 **SEND Provision:** It is expected that **all** providers will be able to accommodate CYP with low-level SEND (targeted SEND) within their generic provision offers (category 1 and 2). Some providers will be able to offer specialist services for CYP with high-levels of need.

Please see **Appendix 1** for definitions of targeted and specialist SEND provision.

When a child with SEND registers with a provider, the provider will be responsible for doing an appropriate and accurate assessment of their level of need.

When a CYP has high-levels of need, evidence about how the child is supported at your provision should be recorded for quality purposes. A spreadsheet will be provided to collect the information outlined below in Table 4 and this will be submitted along with other data collection.

Table 4: Data collection for specialist SEND support

Staff	- Staffing ratios, initials of staff and qualifications, who they worked with throughout the day / provision?
CYP	- Full name, school and postcode of each CYP with SEND who attended at least 4 hours of provision.
Support	- Explanation of what was done to accommodate the needs of the CYP who attended your provision. - If a child isn't known to the local authority and there isn't sufficient evidence to show that additional support was required (in the form of an EHCP or otherwise*) then the additional funding may not be granted.

*In a situation where a CYP doesn't have an EHCP or is in the process of getting one, the provider will need to submit a confirmation of need from someone independent of the provider. This could be, for example, a teacher or a social worker. Please submit this along with the evidence in Table 4.

This is separate funding to the Shortbreaks programme. Entitled children and young people should be able to access both Shortbreaks and HAF. Unlike Shortbreaks, parents will not contribute towards the cost of HAF provision.

You should only accept a child with high-levels of need if you have the appropriate staff training / qualifications and capacity to support the child safely.

5.15 Sustainability: The provider will adhere to the Good Food in Greenwich guidelines around sustainability. The provider will aim to minimise waste and maximise recycling. There will be a small amount of food waste and all disposables should be biodegradable/ recyclable or from recycled sources.

5.16 Equality and Equity: The Provider will demonstrate a commitment to promote equality, value diversity and human rights in all activities. All parents, carers, children and young people will be afforded equal access to the Service, regardless of background or circumstances, including: BAME, special educational needs and disabilities, home learners, service families and travelling families. Services will be culturally sensitive and inclusive. As part of evidencing whether services achieve these aims, they will monitor take up of services by demography and residence (including Indices of Multiple Deprivation).

- Activities to promote Fundamental British Values will inform strategic planning and operational management and delivery of all work.
- It is the responsibility of the Provider to comply with all current equality legislation and ensure it implements any new equality legislation as it becomes statute and actively meet the requirements of the Equality Duties.
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Active promotion and awareness raising of equality issues will be threaded through the Service offer and there will be robust challenge of any discriminatory behaviour.

Individual needs will be met through conversation and understanding and not assumption.

5.17 Requirements for contingencies/business continuity: The provider must have up to date business continuity management plans in place. This will ensure that an

organisation can return to “business as usual” as quickly and painlessly in the event of a disruption no matter how big or small.

- 5.18 **Social Value:** The Royal Borough is utilising the Public Services (Social Value) Act 2012 to deliver on its commitment to making the most out of every “Greenwich Pound” spend and improve the wellbeing of its residents. As such, we are embedding a social value approach into our commissioning activities.

Social Value is interpreted in different ways by different Organisations, but in Greenwich, it is defined as outcomes offered by a contractor as additional benefits over and above the core requirements of the funding. This means a social value offer from a potential supplier should not add to cost of the price.

As part of your application, you should demonstrate how you will deliver additional social value to the borough above and beyond the provision of your service. This should be in line with Greenwich’s Social Value Framework (available here - https://www.royalgreenwich.gov.uk/downloads/download/1150/social_value_framework)

- 5.19 **London Living Wage:** The provider will pay London Living Wage. RBG is an Accredited Living Wage employer and is therefore committed to paying the London Living Wage to all paid staff, which is a requirement that we ask of all projects/ activities funded by RBG.

- 5.20 **Staff Ratios:** Age-appropriate staff ratios must be adhered to at all times. Out of school clubs should operate at a ratio of 1:8 for children under the age of eight, and 1:10 for children over the age of eight.

- 5.21 Providers shall demonstrate the highest levels of professionalism, skill and competence expected in their service of provision at all times.

- 5.22 Providers shall ensure that their professional knowledge is maintained as relevant and up-to-date, and shall indicate in the application return how this will be achieved.

- 5.23 Providers will engage in specific training to support their work with vulnerable children.

6. Call Off/Ordering Procedures

- 6.1 Approved Providers will be asked to work on a “call off” basis (which is the process for selecting a provider to deliver a specific piece of work) as and when required, and to the agreed rates set out in the contract. Providers shall note that there is no guarantee of any level of work to be commissioned.

- 6.2 Approved Providers can be assigned to one or more of the categories (table 2).

- 6.3 Providers will be commissioned individually when HAF services are required.

- 6.4 As a request for a service arises (Easter, Summer or Winter school holidays), a “call off” process will be followed and providers within the relevant category will be contacted via email with details of the request, details of any specific requirements (e.g. location / venue) and a deadline to respond with their bid.
- 6.5 Each request will be clearly defined and will include some of the following:
- Schedule of activities
 - Food provision
 - Dates and length of provision
 - Number of spaces for CYP
 - Location of programme(s)
- 6.6 Providers are expected to deliver at the unit cost they stated as part of their application to join the Approved Provider List.
- 6.7 Providers, who respond within the deadline will be evaluated and scored against the requirements of the request. Based on this evaluation, decisions will be made on awards for provision.
- 6.8 Where there are a greater number of eligible bids than resource available to meet the full needs, commissioners will make a decision on the provider who is most suited (i.e. due to previous performance, Ofsted registration, price, location, ability to meet specific requirements).
- 6.9 Providers within all categories will be sent details of the requirement and will be allowed a reasonable time period to confirm interest, answer any questions in relation to the requirement for delivering the specific requirements of the work. Providers will be approached based on location and the level of need for that area, this may include borough wide ‘call-outs’ for provision.
- 6.10 Please note that for Winter 2022, the procedure is taking place at the same time as the application for the Approved Providers List. This will be a competitive bid and those who are successful will be awarded a grant to complete the service.
- 6.11 The proceeding holidays will follow the normal call off process outlined above.

7. Price and Payment

- 7.1 The maximum hourly rate for direct delivery per child will be as follows:

Table 5: Maximum Service prices by category

Category	16 hours (Minimum of 4 hours per day)	Additional hours (Over 4 hours per
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		day)
1	£7.50/ hour/ CYP	£5/ hour/ CYP
2	£7.50/ hour/ CYP – generic and targeted SEND £25/ hour/ CYP for specialist SEND	£5/ hour/ CYP No additional hours
3	£7.50/ hour/ CYP for targeted SEND £25/ hour/ CYP for specialist SEND	No additional hours

- 7.2 Within your bid to be on the Approved Provider List you can submit a lower hourly rate. This will be considered as part of the call off process.
- 7.3 Subject to funding availability, there may be opportunities for additional one-off funding as part of the call-off process to support on elements such as special trips or activities. This funding is not guaranteed and providers applying to be on the Approved Provider List should do so based on being able to deliver a programme in line with the hourly rates submitted in their application.
- 7.4 Providers will be required to submit a correctly completed payment form following the completion of any work.
- 7.5 Payments will be made in at 70-30 format, where 70% of the grant will be paid prior to programme delivery, and the final 30% will be paid upon receipt of required data and other evaluation documents.
- 7.6 **Training penalties:** where there is non-attendance at centrally funded training or non-compliance/ active participation then the Provider will be invoiced directly for that training.

8. Safeguarding

- 8.1 The Provider will operate a service that safeguards Vulnerable Children and Adults and is compliant with the Council's requirements.
- 8.2 The provider will be required to have in place safeguarding arrangements that reflect the importance of safeguarding and promote the welfare of children and vulnerable adults, including:
- A clear line of accountability for the provision of services designed to safeguard and promote the welfare of children.
 - A culture of listening to children and parents taking account of their wishes and feelings, both in individual decisions and the development of services.
 - Clear whistleblowing procedures which are regularly reviewed as well as a culture that enables issues about safeguarding and promoting the welfare of children and vulnerable adults to be addressed.
 - Arrangements which set out clearly the processes for sharing information, with other professionals in compliance with Working Together, London Child

Protection procedures and Greenwich Safeguarding Children Partnership guidance and procedures.

- A designated named person(s) for safeguarding who has completed RBG safeguarding information training as a minimum. Their role is to support other professionals in the Service to recognise the needs of children and they should be given sufficient time, supervision and support to fulfil their responsibilities effectively.
- Safe recruitment practices for any individuals (e.g. staff and volunteers) whom the organisation will permit to work regularly with children and vulnerable adults.
- New staff should receive a comprehensive induction to the Service which has a safeguarding focus and all staff to take part in safeguarding training that is appropriate to their role, this includes volunteers.
- The provider will make sure that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children.
- The Provider will have in place Did Not Attend Guidelines / Child not brought /Contact Policies and Procedures to help staff follow up those children and families who do not attend appointments or fail to engage. Analysis of those for DNA is required to inform service improvement.
- A comprehensive understanding of the latest RBG Social Care and Early Help Threshold guidance and any other relevant Guidance and its application to the Service.
- Clear policies, in line with those from the Greenwich Safeguarding Children Partnership for dealing with allegations against people who work with children, must be in place and regularly reviewed. Such policies should make a clear distinction between an allegation, a concern about the quality of care or practice or a complaint. An allegation may relate to a person who works with children who has:
 - behaved in a way that has harmed a child, or may have harmed a child;
 - possibly committed a criminal offence against or related to a child; or
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

The Provider will ensure that all staff are aware of their responsibilities to take action to keep children and adults safe. This includes carrying out their duties in a way that is consistent with legislation, national guidance and the Greenwich Safeguarding Children Partnership and Safeguarding Adults Board Procedures.

The Provider will ensure all relevant staff are able to participate fully in safeguarding meetings, protection planning and core groups.

The Provider will ensure all staff are kept informed of the outcomes of Serious Case Reviews and Learning Reviews and will implement recommendations as required.

The Provider will undertake yearly safeguarding audits to demonstrate that they comply with the arrangements set out above.

The Provider will ensure that the correct ratios of children: adult are adhered to and a minimum of two staff are on site at all times

Any serious complaints or concerns including safeguarding should be referred to Local Authority's Designated Officer and may result in an immediate suspension of service until the matter has been resolved or closed. This decision will be made in consultation with the Holiday Activity and Food programme manager.

9. Performance Management

9.1 Providers shall note that their continuation on the Approved Providers List will be subject to satisfactory performance and compliance with quality assurance standards as set out in the contract.

9.2 Providers on the Approved Providers List will need to submit data in line with the DfE requirements.

9.3 The following KPI's must be met:

No	Performance Measure	What is Measured	Target
1	A minimum of 2 provider staff attending and engaging in HAF mandatory training.	Attendance.	100%
2	A minimum of 1 staff attending network meetings before programme delivery.	Attendance.	100%
3	All policies and procedures are in place. (Safeguarding, Health and Safety, Insurance, Accessibility and inclusion and Ofsted registration where appropriate).	A commitment that policies will be in place on application for funding.	100%
4	CYP attending provision are eligible for and in receipt of benefits related FSM	Evidence from data collection and registration forms.	85%
5	A minimum of 1 hot meal per child, per 4 hours provided every day in line with School Food Standards.	Number of meals provided. Meal outline/menu.	100%
6	Nutrition education provided for all participants (food preparation, taste tests etc.)	Number of hours delivered. Session content.	100%

7	Physical Activity which allows young people to achieve the recommended daily activity guidelines, provided for all participants.	Number of hours per day. Session content.	100%
8	Enrichment activities, which encourage new skills/knowledge development, provided for all participants.	Number of hours per week. Session content.	100%
9	Food and nutrition education provided for parents/families and carers.	Number of hours per week. Session content.	75%
10	All young people/families who require additional assistance are supported appropriately.	Inclusion steps outlined in session content plans.	100%
11	All young people and families signposted to other holiday/service support on completion of HAF intervention.	Evidence of signposting opportunities.	100%
12	All provider data return forms sent to Programme Manager within agreed timescale.	Submission dates met.	100%
13	Good Food in Greenwich Charter adopted (including Sugar Smart pledge).	Charter commitment made. Sugar Smart pledge agreed.	100%
14	Case study at the end the programme	Case study drafted to help publicise the programme and share good practice.	1 case study, written or through media

9.4 Providers will be expected to collect feedback from children and parents accessing their service and this information will be shared with the Council.

9.5 Providers may be asked to provide the Council with updates to Disclosure & Barring Service (DBS) certificates, insurance certificates and other relevant documentation.

Failure to do so may result in suspension from the list.

- 9.6 Correspondence should be sent to holiday-programme@royalgreenwich.gov.uk with “HAF Providers - Approved Provider List” in the heading.

10. Quality assurance

- 10.1 Providers must fully comply with all relevant legal obligations including planning, building control, health and safety, food safety, and public liability insurance.
- 10.2 All providers and the local authority will fully adhere to relevant legislation and insurance requirements.
- 10.3 The Council requires that the service is provided to the highest standards at all times. Performance will be monitored by the Authorised Officer.
- 10.4 It will be a commitment between the Council and the Provider to continuously improve the service to ensure the implementation of best practice and delivery of best value.
- 10.5 Monitoring will include, but may not be limited to:
- Gathering of feedback from service users (children, young people and parents) including complaints and/or receipt of compliments, and how complaints have been addressed
 - Planned visits by the Authorised Officer/Commissioning Officer(s) to the Provider’s registered address.
 - Unannounced visits to examine the quality of the service being delivered.
 - Monitoring arrangements will be agreed with the Provider.
 - Quality assurance and monitoring quality assurance will include testing compliance with safeguarding and welfare, Provider policies and procedures etc.

Appendix 1: Provider Application Questions and Scoring Guidance

Section and Question	What we are looking for	Possible Score
3.1 Provider details	Name of organisation, legal status, registered company address, company number and VAT (if applicable)	N/A – will not be scored
3.2 Contact details	Name, phone, mobile, e-mail	N/A – will not be scored
3.3 Ofsted registration	Are they Ofsted registered? If yes, do they have a rating of good or outstanding?	2
3.4 Policies and Procedures	How many of the required policies and procedures have they submitted evidence for? If they haven't submitted, have they given a reasonable explanation?	11
3.5.1 Geographical cover	Is the venue in a place of high FSM levels?	N/A - will not be scored
3.5.2 Venue	Do they have a secured venue(s)? If they don't have a confirmed venue, have they provided sufficient details about how they plan to secure one?	1
3.6.1 A Food Business Registration	Are they currently registered as a food business in Greenwich at a Greenwich venue? Do they have a Food Hygiene Rating scored of at least 4?	2
3.6.1 B Food safety training	Do they have two named staff with level 2 food safety training?	2
3.6.1 C Allergen training	Do they have two named staff with allergen training?	2
4 Experience	Experience of offering a range of activities both venue and community based that supported CYP? Have they given examples and information about previous experience? Have they given examples of types of activities? Do they have experience of skills development	5

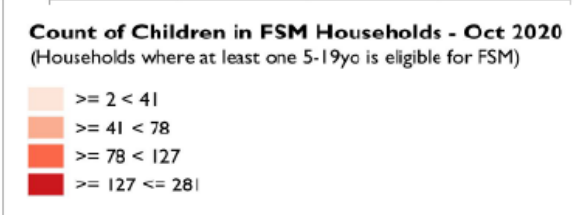
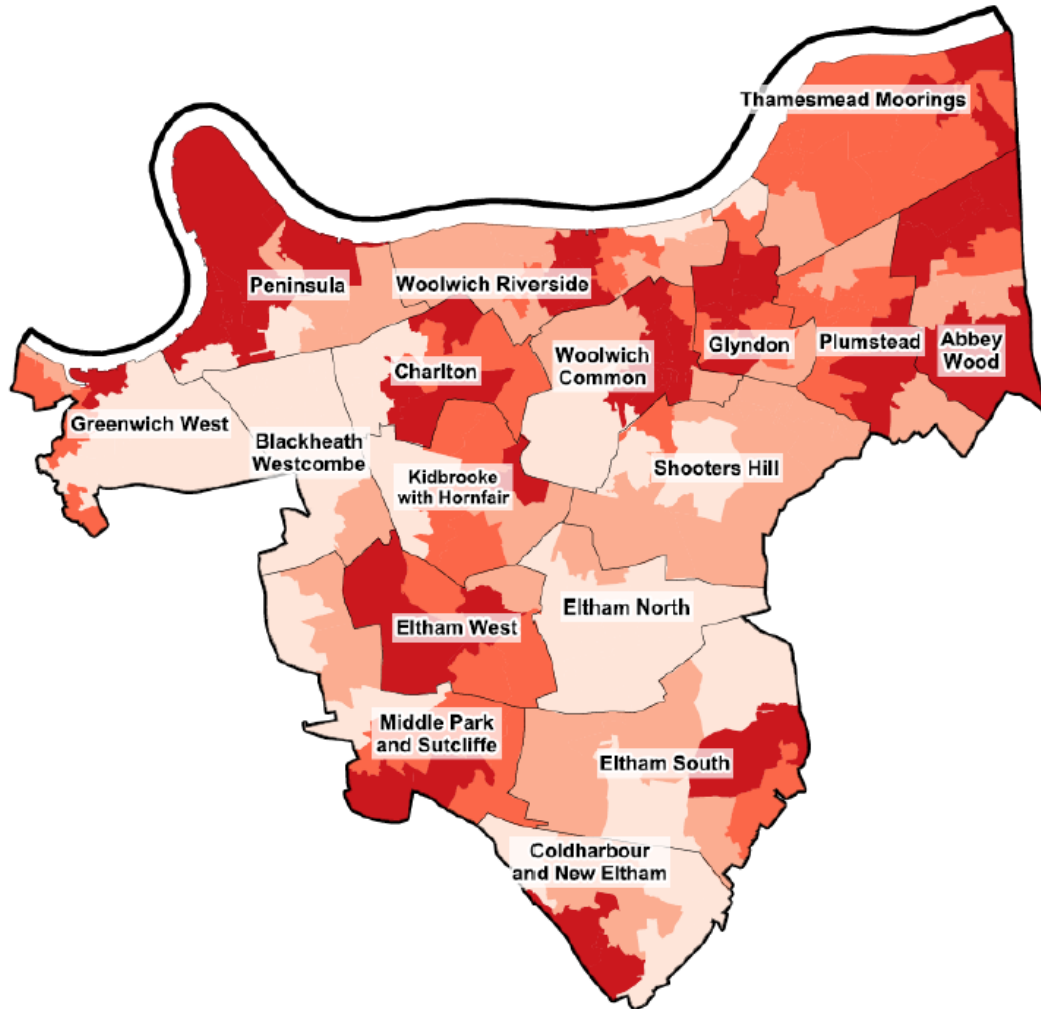
	<p>which support a wide range of CYP? Evidence of using parental and CYP feedback to inform service development? (Scored 0-5 using guidance in Appendix 2)</p>	
5.A	Relevant training for Physical Activity or Sports	Up to 10
5.B	Relevant training for nutrition, food preparation or food safety	Up to 10
5.C	Relevant training for enrichment activities filled in on the spreadsheet.	Up to 10
5.D	Relevant training for safeguarding	Up to 10
5.E	Relevant training for signposting and referrals filled in on the spreadsheet.	Up to 10
5.F	Any other relevant training filled in on the spreadsheet.	Up to 10
5.G	Any relevant specialisms filled in on the spreadsheet.	N/A - will not be scored
6 Categories	Have they ticked at least 1 category?	N/A - will not be scored
Total possible score		85

Appendix 2: Scores used for section 4 on Experience in the application form

Score	Acceptability	Participant response demonstrates
0	No Response (Unacceptable)	<ul style="list-style-type: none"> • No response received • The response does not address the questions posed
1	Weak (<i>Serious Reservations</i>)	A response which is unacceptable or contains shortcomings; e.g. shows very poor understanding of the Council's objectives, provides insufficient or contradictory evidence for evaluation, does not address the stated requirements. Has insufficient evidence that the specified requirements can be met. Significant omissions.
2	Poor (Minor Reservations)	A response which shows some understanding of the requirements but does not address key issues; e.g. proposals do not address all key criteria, shows only a basic understanding of the project requirements, evidence is vague, not enough evidence of experience in the relevant sector. Submission has some minor omissions against the specified requirements. Proposal achieves basic minimum standard in some respects but unsatisfactory in others.
3	Acceptable (Meets expectations)	The information is wholly acceptable, and the information provided fulfils the normal requirement/expectation; e.g. proposals demonstrate clear understanding of the Council's requirements, clear evidence of understanding and the proposal is acceptable.
4	Good (Above Expectations)	The information exceeds normal expectations. The proposal submitted provides good evidence that the specified requirements can be met. Full and robust responses.
5	Excellent (Outstanding)	The information is exceptional or exemplary in relation to the Criterion being scored; e.g. proposals consistently going beyond the needs of the project, evidence of understanding clear and consistent throughout the proposal. Proposal submitted provides strong evidence that the specified requirements can be met. Added value is demonstrated.

Appendix 3: Greenwich levels of households on FSM

Greenwich Levels of Deprivation – Free School Meal Heat Map



Appendix 4 SEND Provision Definitions

Targeted SEND Services – services that are aimed at children and young people with SEND that require additional support to access provision, or who may need groups and services that are specifically designed to meet their needs. This would typically be aimed for children and young people with moderate levels of need who may attend mainstream schools or Designated Specialist Provision (DSP) where they need additional support to access the provision. This may include some periods of high-level adult support to settle into the provision. Staff may need some specific training to meet the child's individual needs and to respond in cases of emergency.

Specialist Services – services for disabled children and young people who have significant levels of need requiring specialist interventions and high level of support. They are likely to attend specialist schools and have severe or profound levels of need. They are likely in receipt of an individual package of care following a social work assessment. They will likely require high levels of adult support throughout the provision to keep them safe. Staff will likely need skills around communication needs, understanding and responding to behaviour that challenges and managing personal care.