

## **NATIONAL CITIZEN SERVICE WALES PILOT 2014**

### **GUIDANCE NOTES ON THE APPLICATION PROCESS AND ON COMPLETING YOUR APPLICATION FORM**

#### **Introduction**

These instructions have been issued by the Cabinet Office. They are designed to ensure that all proposals are given equal and fair consideration. It is important therefore that you provide all the information asked for, in the order and format specified.

Please email [samuel.todd@cabinet-office.gsi.gov.uk](mailto:samuel.todd@cabinet-office.gsi.gov.uk) if you have any doubts as to the information required or you have difficulty in providing the information requested. Discussions that are specific to your proposals are not permitted.

Applicants should ensure they have read and fully understood the guidance set out here, and the requirements set out in the NCS Wales specification (Annex A) and in particular the timing guidelines for delivery of NCS Wales at Appendix A before submitting a proposal.

Applicants are strongly advised to complete the application forms whilst making reference to this document.

#### **Timetable for commissioning process**

The timetable is provisional and may be subject to change. It will be adhered to by Cabinet Office and the Welsh Government as far as reasonably possible.

3 June 2014 – Application round launched.

3 July 2014– Deadline for applications 5pm. Cabinet Office and Welsh Government officials will then undertake an assessment of applications.

9 July 2014– Organisations notified of the outcomes of their applications and may be invited to a meeting to discuss their proposal.

Week beginning 14<sup>th</sup> July 2014 – Grant Agreement signed

#### **Submitting multiple proposals**

Organisations can only be identified as the lead in one application. Organisations are free to lead one application and be a named partner in others.

#### **Withdrawing from the process**

If a lead organisation decides not to proceed with its application the application will be considered closed and any other remaining partners cannot submit a proposal.

If a member of a consortium or partnership is considering withdrawing, the lead organisation should contact us for advice on whether the application can proceed. Please email [samuel.todd@cabinet-office.gsi.gov.uk](mailto:samuel.todd@cabinet-office.gsi.gov.uk)

### **Contacting us with queries**

Questions on the application process can be sent by email to [samuel.todd@cabinet-office.gsi.gov.uk](mailto:samuel.todd@cabinet-office.gsi.gov.uk)

### **Financial background information required with your proposal**

The lead organisation should submit the last 2 years' audited Financial Accounts with their full proposal.

If your organisation is less than 2 years old please submit one copy of any three of the following documents in support of your proposal:

- Parent Company Accounts
- Bankers statements and references
- Accountants' references
- Management Accounts
- Financial projections, including cash flow forecasts
- Details of previous contracts, including contract values
- Capital availability

Applicants should note that accounts may be subject to assessment and health check by accountants. Significant risks flagged through this assessment may result in organisations not proceeding further in the process.

### **Submitting Proposals**

Full proposals should be submitted by email to [samuel.todd@cabinet-office.gsi.gov.uk](mailto:samuel.todd@cabinet-office.gsi.gov.uk) by **5pm on 3 July 2014** and one additional hard copy should be sent on the same timescale to :

Samuel Todd  
Policy Advisor, National Citizen Service Policy Team  
Cabinet Office 4/16, 1 Horse Guards Road, London, SW1A 2HQ

If problems are encountered with emailing your proposal, please contact the NCS Team on 020 7271 0816

Please use the checklist on your application form to ensure you have completed all the required template forms and are sending the required financial background information on your organisation.

## **Receipt of Applications**

Applications will be received up to the time and date stated above. Those received before the due date will be retained, and unopened until then. It is the responsibility of the applicant to ensure that their proposal is emailed by the appointed time. Late applications will not be accepted.

When we receive your bid, you will receive a “confirmation of receipt” by email within 48 hours of us receiving it. If you do not receive a confirmation of receipt by that time you should check that you have sent your proposal to the correct email address. If you did send it to the correct address but have not received a receipt by the stated time, please contact us straightaway and arrange to resend it, otherwise we will not be able to accept it.

The onus is on applicants to prove that a proposal was received before the deadline.

## **Incomplete Applications**

Applications may be rejected if the information asked for is not given at the time of submitting a application.

## **Costs and Expenses**

Organisations will not be entitled to claim any costs or expenses, which you may incur in preparing your application, whether or not it is successful.

## **The Grant Negotiation Period**

### ***Financial healthcheck***

We will use the financial documents submitted with your application to conduct a financial healthcheck on the lead organisation, and may ask for further information during the grant negotiation period.

### ***Health and safety, safeguarding and insurance***

As part of the final screening process, we will ask organisations to provide information about their policies for insurance cover, vetting and security clearing staff. Please ensure that your policies are ready in advance of this request.

Once appointed to deliver the programme, the successful organisations will be required at a later date to sign a statement on health and safety systems to confirm that the lead organisation and delivery partners will be liable for the delivery of the programme, that all staff working directly with young people or in other relevant roles have adequate checks in place and that adequate levels of liability insurance are in place.

## **Confidentiality and press and communications matters**

If you are invited to a discussion in July 2014, we will ask that you keep this confidential until we advise you otherwise. These conversations will be conducted on a 'without prejudice' basis so that either party is free to withdraw at any point.

When we are ready to announce the successful organisation as the appointed provider, the Cabinet Office communications team will work with that organisation to prepare a joint announcement and also to consider the wording and timing of any local announcements that the successful applicant proposes to make.

## **Basis of the Funding Agreement and Period of Funding**

We anticipate that the grant agreement will be signed in the week beginning 14<sup>th</sup> July 2014, to ensure that the selected provider can give the necessary assurances to secure essential bookings. Grant payments will be calculated and staged according to each individual project's agreed budgetary requirements. We anticipate that grant agreements will have concluded by the end of April 2015 to coincide with the end of the 2014 graduation events.

A Grant Letter of Offer, the specification documents and a set of Terms and Conditions, will form the basis of the grant agreement between the successful applicant and Cabinet Office.

## **Grant relationship**

As this is a pilot project, we expect to work with you closely to offer support and monitor progress.

You will be expected to give regular progress reports, (detailed ones on a monthly basis and further weekly and ad hoc updates).

## **Feedback**

We will offer feedback to unsuccessful applicants after conclusion of the bidding process. Details of the timetable for providing feedback will be provided when the outcome of the assessment is communicated to unsuccessful applicants.

## **Freedom of Information**

Cabinet Office is committed to open government and to meeting its responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to Cabinet Office may need to be disclosed in response to a request under the Act. If you consider that any of the information included in your proposal is commercially sensitive, please identify it and explain (in broad terms) what harm may result from disclosure if a request is received and the time period applicable to that sensitivity. You should be aware that, even where you have indicated that information is commercially sensitive, we may still be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked "confidential" or equivalent by Cabinet Office should not be taken to mean that we accept any duty of confidence by virtue of that

marking. If a request is received, we may also be required to disclose details of unsuccessful applicants.

## **Conclusion**

Whilst every endeavour has been made to give applicants an accurate description of the requirements set out, it is crucial that applicants should make their own assessment and propose their own solutions to the requirements set out in the specification, relating both to the methods and resources needed to meet those requirements.

## DETAILED NOTES ON COMPLETING YOUR APPLICATION FORM

### USING THIS DOCUMENT AND THE SPECIFICATION DOCUMENTS

You are strongly advised to use this document as a step by step guide as you complete your application documents. Please ensure that your bid is based on the specification requirement in Annex A.

There are five sections of written questions and twelve template sheets in total which are designed to make it easier for you to present the types of information needed to create your proposal. The Excel template sheets are set to calculate formulas and make your task easier. Collecting information in this way will also help the assessment team to assess all proposals against each other.

Applicants are free to submit a application in the medium of Welsh, but to assist non-Welsh speaking assessors it would be helpful if bids could be submitted bilingually where this is to be the case.

If you have any questions about the application from please contact the Cabinet Office NCS Team [samuel.todd@cabinet-office.gsi.gov.uk](mailto:samuel.todd@cabinet-office.gsi.gov.uk)

### FONT AND PAGE LIMITS

Your application must be word-processed, using Arial 12 point font only. A maximum page limit is stated for each section in brackets next to the question. Any text that exceeds the stated limit will not be assessed.

You should not leave any section blank, and should attempt to respond to every question in each of the five written sections and every template sheet in the Excel document. Please also pay careful attention to the scoring framework which is explained below.

## CONTENT AND SCORING FRAMEWORK

You are advised to pay careful attention to the assessment scores which are detailed next to each question and the assessment criteria which will be used to mark your responses (provided on the following page of this document). The maximum score available for each section is provided below together with percentages to illustrate the overall weightings.

Area of proposal	Max score	Weighting in % (provided for illustrative purposes and rounded to nearest whole number)
Section 1: publicity and recruitment	100	33%
Section 2: delivery and post NCS	100	33%
Section 3: staffing and management	60	20%
Section 4: funding	20	7%
Section 5: involvement of young people in planning and design and Management Information	20	7%
<b>TOTAL</b>	<b>300</b>	<b>100%</b>

## **Assessment Criteria for Full Stage proposals to deliver NCS 2013 and 14 programme**

**0** - A score of 0 will be awarded if no response is given and/or does not respond to the requirements in any way. E.g. questions have not been completed.

**1** - A score of 1 will be awarded if responses are partially completed. E.g. a very limited response has been given which does not relate to the requirements or the aims and objectives of NCS.

**2** - A score of 2 will be awarded if responses are generic or high-level statements, giving no detail, that do not link directly to the aims/objectives of NCS. Significant levels of information may be missing.

**3** - A score of 3 will be awarded if responses are limited, giving little detail and lacking clarity. Responses may contain a number of generic statements that do not link directly to the aims/objectives of NCS or are not relevant to the programme.

**4** – A score of 4 will be awarded if responses are completed, but are limited, giving little detail and lacking clarity in the evidence provided. Responses may contain generic statements that do not link directly to the aims/objectives of NCS.

**5** - A score of 5 will be awarded if responses demonstrate relevant evidence to deliver NCS. Evidence provided makes some links to the aims and objectives of NCS but lacks detail or clarity.

**6** – A score of 6 will be awarded if Applicants have provided evidence that makes good links to the aims and objectives of NCS, and addresses some of requirements set out in the NCS specification, reflecting some understanding of NCS.

**7** - A score of 7 will be awarded if Applicants have provided a good level of evidence that makes good links to the NCS requirements, is not generic, and addresses the majority of the points set out in the question, reflecting an understanding of the aims and objectives of NCS.

**8** – A score of 8 will be awarded if Applicants have provided a very good level of evidence that links directly to NCS requirements, addresses all the points set out in the question, reflecting a good understanding of the aims and objectives of NCS.

**9** - A score of 9 will be awarded if Applicants have provided extensive evidence that links directly to NCS requirements, addresses all the points set out in the question, reflecting a very good understanding of the aims and objectives of NCS .

**10** - A score of 10 will be awarded if responses contain extensive evidence that links directly to NCS requirements, addresses all the points set out in the question, reflecting a deep understanding of the aims and objectives of NCS. Responses will demonstrate that Applicants have provided evidence of their experience and capacity to deliver the required elements of the specification. Evidence provided relates directly to the aims of NCS and is specific.



## **GUIDANCE ON THE FIVE SECTIONS OF QUESTIONS AND TEMPLATES**

### **Section 1: publicity and recruitment**

#### **Excel Sheet 1: location breakdown**

Please insert the number of young people you will have in each team up to a total of 300 in 2014. Teams should be between 12 and 15 young people.

#### **Written answers 1a, b and c**

You should detail how you intend to recruit the 200-300 young people across Wales from July to October 2014. As part of this period is during school holidays, you should detail how you will recruit young people outside of school. Engagement with the Welsh Government Communities First Lead Delivery Bodies, GwirVol Programme and engagement with local Third Sector organisations are viewed as an essential element of delivering the desired Pilot and Applicants MUST be mindful of this.

### **Section 2: delivery and post NCS**

#### **Excel Sheet 2: residential venues**

Please list venues that you intend to use if selected to deliver your proposed pilot. Residential venues are required for phase 2 (autumn programme). We require Applicants to identify potential suitable venues at the bidding stage so that the successful Applicant can give the necessary assurances to secure essential bookings soon after grant negotiations are concluded, and so that grant payment schedules can be aligned to any deposit payment requirements that you have.

#### **Written answers 2a to d.**

Your answers should include a full description of the activities that will take place and your approach to delivering them and ensuring that all aspects of the programme are safe for young people. Your answers should include the detail of the typical programme content for each phase and any proposed thematic approaches for delivery. You should explain the personal and social development that young people would gain from each phase of the programme and the ways in which guided reflection, continuity and progression between the phases will be managed. Where additional costs are included to enable certain groups to participate, these should be clearly explained.

You should be clear about how you will recruit young people, considering the social mix requirements of NCS, who will work in the same team. You should then set out how you will assist the young people in designing and delivering social action in their communities.

Please note that as the specification (Annex A) does not include a requirement for formal accreditation schemes, we will not be able to fund costs associated with formal accreditation. If you feel that offering an accreditation scheme would complement the learning and guided reflection in your proposal you can propose a non-compulsory accreditation for any participant who wishes to complete it. This should be funded through other funding or in-kind contributions identified by yourselves and listed in the appropriate columns in the budget breakdown. Applicants are strongly encouraged to consider the Welsh Government's GwirVol and Millennium Volunteers accreditation as

part of the design of their bid. This accreditation is well recognised in Wales, as a certification of the quality of volunteering opportunity presented and as an indicator of the time spent in voluntary action within a specific period. Further information can be obtained by request to the Welsh Government's Third Sector Unit at [thirdsectorqueries@wales.gsi.gov.uk](mailto:thirdsectorqueries@wales.gsi.gov.uk).

### **Written answer 2d**

Please note the background information in Annex A that NCS Trust and the Welsh Government is planning to put mechanisms in place to help connect NCS graduates to further opportunities to continue voluntary and community service, and to broker special offers and opportunities for those who have completed NCS.

Should the Applicant so wish they are free to develop links to sponsorship, which could provide potential rewards to young people for completion of NCS. Please also note that we anticipate that grant agreements will conclude by the end of April 2015 to coincide with the end of phase 5 activities.

### **Section 3: staffing and management**

Before answering the written questions, please use the two excel templates provided to set out your staffing model for delivering NCS to young people in Wales.

#### **Excel Sheet 3: Staffing Ratios**

In this spreadsheet, you should only include staff and volunteers who are directly related to managing and supporting NCS teams during the key NCS phases. This could include staff attached to teams and staff who manage groups of teams.

#### **Excel Sheet 4: all staffing roles and costs**

You should list all anticipated kinds of role, whether paid or voluntary, and whether permanent organisational staff or short-term support. When designing staff responsibilities, please bear in mind the timing guidelines in Appendix A. If you envisage that one person may have several different roles at different points in the planning, recruitment and delivery stages and find it easier to list this on different lines, that is fine as long as you make this clear in your breakdown of recruitment and salary/expenses costs and start and end dates.

When designing your paid staff and volunteer roles, please ensure you are reasonably confident that sufficient people would be attracted to these combinations of tasks and patterns of commitment.

Please also note that volunteers can receive reasonable out-of-pocket expenses but you should generally not propose to give them daily rounded amounts which are not directly related to expenses incurred.

Whilst we expect that staff will be fully experienced and bring a wide range of skills relevant to delivering activities in the programme, we expect that bringing together these activities in the specific formats required for phases 1 to 5 will require group induction sessions and may require limited additional training to ensure effective delivery of NCS in Wales.

Applicants are reminded to consider the costs associated with the requirement that all parts of the programme should be deliverable bilingually in Wales.

Salaries of senior staff such as the Chief Executive, Board members, Directors and senior managers should be listed separately from staff costs for individuals involved in the direct delivery of NCS. Management costs should reflect the proportion of time the post holder(s) spends on NCS.

#### **Section 4: funding**

Before answering the written questions, please input your budget in the finance sheets labelled 5 to 12 in the excel document.

As this programme is new, we are particularly interested in gathering a detailed idea of the actual costs of delivering the scheme, and in exploring a range of ways to meet these costs.

For each item, you are asked to set out the overall cost, the secured contribution you will find from other sources and the proposed grant requirement.

#### **Using the finance sheets in the spreadsheet**

The document has been constructed so that Excel should calculate or carry over your figures between sheets.

A system of colour coding has been used to help identify where you should input data and where Excel should do calculations for you.

- Grey or white fields: these fields contain standard text which you should not alter
- Yellow/orange: please enter your figures and text in here
- Green fields: these indicate sub-totals or totals of costs.
- Blue fields: these indicate sub-totals or totals of your contributions
- Pink field: these indicate total unit cost per participant

(If you cannot see the colours, the explanations below and inside the Excel spreadsheet should be sufficient.)

If you encounter any difficulties with the spreadsheets, please let us know as soon as possible in case we need to issue a revised version.

#### **Advice on putting together your funding proposal**

##### **Expenditure**

Please make sure you include all expenditure that you expect to incur in relation to proposed activities. You should ensure that your budget covers costs related to:

- Management, administration and monitoring, taking part in the independent evaluation and Welsh Language provision
- Staff recruitment including safeguarding checks
- Promoting your programme and recruitment of young people
- Hire of premises/ facilities/ licences
- Running activities

## Funding and in-kind contributions proposed by Applicants

You are asked to tell us about contributions that would be separate from the desired Pilot grant in **two different ways** in the spreadsheet. Please read this section carefully before proceeding.

On each of the phase breakdown sheets (sheets 5 to 9), you will see a columns for inputting “any contribution from other sources”. You should only enter contributions which are secured. That means either committed by you or by a member of your consortium or negotiated with and committed by a proposed delivery partner. An example could be a venue booking for which an organisation has agreed to give a discount.

On sheet 10 called “finance: other Applicant funds”, there is another way for you to tell us about funding and in-kind contributions that would be separate from the desired Pilot grant. Such as contributions which you or a partner or supporter has committed, but which you wish to highlight here rather than input against a phase related item. An example could be a significant amount of funding committed by a grant making trust or philanthropist if they have not specified what kinds of items it should be used for, and you wish to discuss this with us before assigning it against a specific set of items in your budget.

### General guidance on costing:

All planned expenditure should be rounded to the nearest whole pound.

It is important that your estimated costs are real, auditable, can be reported and justified in relation to the activities carried out.

Please include VAT at 20% on all costings where it would be payable.

Please indicate if you are VAT registered and can reclaim any of your costs from HM Revenue and Customs.

Each cost item must be:	Description
Eligible	Within the scope of the programme. We would not expect costings to include capital items, but where they are included by exception, they must be specifically itemised. Notional costs such as loss of income, core costs (unless set out as below), and costs unrelated to delivery, cannot be included as eligible expenditure.
Actual	Detailed to give all the real costs that will be incurred. Not

	based on fees or prices (unless for specialist services unavailable in any other way).
Relevant	Linked to and necessary to achieve the objectives as outlined in the specification document.
Accurate	Planned to be subject to management checks and controls to ensure accuracy.
Incurred	Able to be evidenced through an invoice, receipt or payslip, for activities within the financial year in which it is claimed.
Transparent and supported	Able to be evidenced through a full and clear audit trail to evidence history of cost and payment and any calculations used; supported by original source documents.
Apportioned (for indirect/ overhead /core costs as agreed)	Reasonable, consistent and supported by clear calculations

### **Excel Sheet 5: finance: Overall & General**

Your overall costs related to paid staff, volunteers and management costs should automatically update from sheet 4.

#### **Overheads**

Please provide a total for your anticipated indirect costs that would be required to support frontline delivery costs of the Pilot and itemise or explain them in the box provided at the bottom of sheet 5. Examples include: property costs such as rent and utilities; general administration and support services; legal advice; corporate services such as HR, procurement, financial management of the business as a whole, IT system maintenance. Please don't include management costs, induction and training costs or travel, as these are captured elsewhere.

#### **Insurance**

Please input the cost of any additional insurance cover you require to cover your proposed activities. In the box provided at the bottom of sheet 5, you should provide brief details of any existing policies you would rely upon when delivering the Pilot (cost of buying the policy, level of cover), and additional policies that you propose to acquire for the Pilot. Please do not enter the cost of any existing policies on the spreadsheet item line.

#### **Budget for supporting young people with additional needs**

We would like all these costs to be clearly highlighted here OR in the relevant phase sheet where they are closely related to an activity, transport or accommodation cost.

### **Excel Sheet 6: finance: Recruitment and phase 1**

We have not provided pre defined headings here, so please make up your own.

Please ensure that you clearly describe each item so we can see how you propose to cost and fund **accommodation/venues, transport, food, booked or pre-arranged activities and social action projects**. Costs for additional support needs can be listed here or all summarised together in the appropriate line in sheet 5 (as you prefer).

**Excel Sheet 7: finance: Phase 2**

As above.

**Excel Sheet 8: finance: Phase 3, 4 & 5 social action**

As above.

**Excel Sheet 9: finance: Graduation**

As above

**Excel Sheet 10: finance: other Applicant funds and contributions**

On this sheet, we have provided two ways for you to list other types of contributions which are not captured on the phase by phase sheets. Please see above on Funding and in-kind contributions proposed by Applicants for an explanation of how the methods should work together.

Please ensure that you don't enter the same amount of funding sourced by Applicants on both this sheet and a phase sheet. (For example, if you wish to indicate what cost items you would offset participant contributions against, please write this in the notes column in the relevant phase sheet but only enter the amount in the finance column of sheet 11.)

**Excel Sheet 11: finance: summary of costs**

This sheet should automatically carry over subtotals from other sheets, but you are advised to check this works correctly.

**Excel Sheet 12: finance: summary of bid**

This sheet should also automatically carry over subtotals from other sheets, but you are advised to check this works correctly.

In order to calculate the unit cost correctly, you need to choose one set team size of between 12 and 15 participants and base your calculations on that amount. If you feel that you are not able to base your proposal around one set team size, please contact us for advice.

**As a final step, please note the box in sheet 12 on formatting the spreadsheet.****Written answer 4**

In particular, please refer to the "funding" section of the Annex A the specification.

You should note that the finance model that you set out in the Excel document, including the overall cost, the cost per participant and overall cost-effectiveness, will not be scored separately, but will be taken into account alongside your total overall score when judging the strength of your proposal.

**Section 5: involvement of young people in design and planning**

In this section, you are invited to provide background information about your overall approach to involving young people, such as describing any consultation groups or planning days you have already run or propose to hold. You should make links to your answers to sections 1 -4 and summarise how young people's views have influenced your application.