

INVITATION TO QUOTE: November 2020

Beneficiary Data Collection

*There is a kind of love called maintenance
Which stores the WB40 and knows when to use it.
[...] which upholds
The permanently rickety elaborate
Structures of living, which is Atlas.
UA Fanthorpe, Atlas*

Please note this is one of three live tenders. Each tender is individual in its own right, but each has a digital element to it and there may be some overlap. The other two tenders currently live are:-

- Evaluating the digital aspects of our alternative provision moving forward
- Identifying the best digital platforms for delivering our training and shared reading online.

About The Reader www.thereader.org.uk

The Reader is a national charity bringing about a Reading Revolution so that everyone can experience and enjoy great literature, which we believe is a tool for helping humans survive and live well.

We bring thousands of people together on a weekly basis in small groups to share and discuss great novels, short stories and poems. We call this Shared Reading.

By reading with people in community centres, libraries, care homes, hospitals, prisons, secure units, workplaces and in high street cafes, and at our home in Calderstones Park in Liverpool, our work helps to improve wellbeing, reduce social isolation and build stronger communities.

Over **700** Shared Reading groups and one-to-ones happen every week around the UK, supported by **1000** volunteers and reaching over **10,000** people a year.

In 2020, people attending community Shared Reading groups said:

'I look forward to the group as an important event in my week' 92%

'The reading sessions make me feel better' – 93%

'I've made new friends within the group' – 84%.

Why is this brief here?

In 2018 we launched our first Digital Strategy, and thanks to a large digital investment from the National Lottery Fund we now have a new website and are about to launch a new CRM using Microsoft Dynamics that will allow us to manage data across the entire organisation and online community hub which will provide support and resources for our Volunteers alongside a simple way for them to report data to us.

Scope of the task

Historically there has been no obligation on our group members to provide personal details, to attend a specific number of sessions, or to attend each and every week (although for each group a dedicated core of weekly group members tends to develop). Names and telephone numbers are usually collected informally and held by the staff member or volunteer leading the group. As we complete our first digital investment we are ready to move to the second stage and improve our beneficiary data collection methods and requirements. A large majority of our community based group members are 50+ and we are also dealing with limited digital literacy for many.

We already collect standard monitoring and characteristics data such as age, postcode, disability etc about our beneficiaries annually through a paper based exercise. This method has suited us until now. However, the last few years our Shared Reading network has grown exponentially and our model has moved to predominately volunteer-led, rather than staff led. This has meant we often have to communicate with group members through a third party (the volunteer) which makes collecting this data more difficult. It also means that often it's not obvious to our group members that the service is provided The Reader.

We have secured some additional funding which we want to invest in the development of the next phase of our digital strategy. In practical terms, success for this project would be:

- Providing us with an understanding of the tools, products/hardware and methods to collect this data, which are compatible with our current digital infrastructure and take into account the volunteer-led and dispersed nature of our model, our resources, and digital literacy of some users
- A clear and practical proposal for implementing a new approach to collecting data about and from the people who participate in Shared Reading
- Piloting the data collection method proposed and providing a learning report
- Produce an implementation plan including a communications plan (wording for data collection, the writing of any new policies that will be required etc).

Budget

The Reader is looking for a partner who can work with us to deliver this work at a very competitive rate, we have a budget of no more than £20,000 (incl VAT) for the consultancy work. Please quote inclusive of VAT, any anticipated expenses and all outputs.

Following this work, there will be an opportunity to apply for a tender to work with us on the investment, implementation and roll out of the new hardware.

Timelines

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Brief out	w/c 16 November 2020
Submission deadline	4 December 2020
Appointment made	w/c 14 December 2020
Project work starts	w/c 21 December 2020
Project completion and all deliverables	1 March 2021

Submissions

Please submit the following details no later than 4th December at 9am by email to lizziemurray@thereader.org.uk - submissions arriving after this deadline may not be considered.

- A short summary of your proposed recommended project approach
- Confirmation of your ability to complete the task with the time frames outlined above
- Your track record in similar projects and brief bio of key team members who will work on the project
- The fees/ costs break down for the proposed work including day rates inclusive of all expenses and VAT
- 2 references from organisations with whom you have worked recently
- Data protection policy
- Proof of Professional Indemnity Insurance valued at at least £1million

All proposals will be assessed for value for money, experience and quality of approach.

Contact

For questions please email lizziemurray@thereader.org.uk

The Reader is supported by players of People's Postcode Lottery, The National Lottery Community Fund and public funding from Arts Council England.

@thereaderorg #SharedReading

The Reader - Charity Number 1126806 (SC043054 Scotland)

This piece of work is supported by the Steve Morgan Foundation and Community Match Challenge - part of government's £750m support package for charities #CommunitiesCan